



CLEAN START Job Description

Clean Start Supervisor

Job Title: Clean Start Supervisor
Salary: £19,413 per annum
Responsible to: Repairs Manager

Purpose of the Post

The main purpose of the post is to manage a small team who provide a decorating and cleaning service for a range of customers. Jobs undertaken will include contract-based jobs and single one-off jobs.

This is a hands-on role where you will be needed to undertake tasks along with the team as required.

Customer Liaison

- Provide estimates for jobs to ensure jobs are costed and delivered within agreed timescales and costs
- Ensure customer feedback is collected and that complaints are acted upon
- To liaise with the Finance team to ensure that invoices are raised
- Work alongside the Repairs Manager to develop ideas to enhance the service offer

Line Management

- Manage a small team ensuring that work is allocated appropriately, and standards of performance are of a high level
- Lead team meetings and undertake one to ones with team members on a regular basis
- Carry out appraisals with team members twice a year
- Train and develop staff
- Ensure colleagues present a professional image
- To organise and run team training sessions ensuring they have up to date knowledge of Health and Safety, COSHH, Cleaning Methods, Cleaning Techniques and Safeguarding issues

Property Cleaning

- Basic cleaning – wiping/dusting of surfaces, vacuuming/sweeping of floors
- Deep cleaning - wiping/dusting of surfaces, vacuuming/sweeping of floors, internal cleaning of units/furniture, cleaning behind units/equipment/furniture, wiping down paintwork, cleaning of doors and removal of rubbish
- Intense cleaning - wiping/dusting of surfaces, vacuuming/sweeping of floors, internal cleaning of units/furniture, cleaning behind units/equipment/furniture, wiping down paintwork, cleaning of doors and removal of rubbish, cleaning of windows/frames, cleaning of walls, steam cleaning and cleaning of bodily fluids
- Rubbish clearance

Carpet and Upholstery Cleaning

- Upholstery shampooing
- Carpet shampooing
- Use of floor machine

Window Cleaning

- Cleaning of internal and external windows

Other

- Any other cleaning work deemed reasonable by a line manager.

Equal Opportunities

- To promote and ensure compliance with the company's equal opportunities policy and practice.
- To demonstrate a commitment to equal opportunities policy and practice.

Health and Safety

- To be aware of and promote all health and safety issues.
- To ensure compliance with approved health and safety policies.

General

- To work within TLA values
- To take part in any training course as and when required.
- To attend regular and planned supervision with a line manager.
- To always work within Clean Start's policies and procedures.
- To undertake any other duties commensurate with the post as agreed with a line manager.
- To always represent the organisation in a positive and professional manner.

Location

- The post will be based at a range of customer sites throughout West Yorkshire as agreed with a line manager.

Working Hours

Most of the time the role holder will work Monday to Friday 8.30am – 4.30pm (1/2-hour lunch) although on occasions there may be a requirement to work weekends for which an overtime payment will be made.

PERSON SPECIFICATION

Cleaning Supervisor

Detailed below are the essential and desirable criteria required of applicants

The “essential requirements” indicate the minimum for the role whilst the “desirable requirements” are additional attributes to enable the applicant to perform the role more effectively or with training. The “desirable requirements” may be used to distinguish between candidates invited for interview.

	Essential	Desirable	Method of Assessment
Physical	<ul style="list-style-type: none"> • Ability to carry out general cleaning duties as detailed in the Job Description. • Able to meet the physical requirements of the role. 		Application Form
Qualifications	<ul style="list-style-type: none"> • Maths and English GCSE grade 5 / C or above 	First line management / supervisory qualification	Application Form
Experience	<ul style="list-style-type: none"> • A minimum of 1 years’ experience of supervising staff • Competence in carrying out general painting and cleaning tasks • Awareness of Health and Safety Issues including COSHH • Experience of working under pressure 	Work scheduling and preparation of estimates	Application Form Interview
Training	<ul style="list-style-type: none"> • Manual Handling Training • COSHH Training 	Working at Heights	Application Form Interview

Circumstances	<ul style="list-style-type: none"> • Full driving licence - less than 5 points • A good level of spoken and written English to be able to give and communicate effectively with internal / external customers and the team 		Application Form Interview
Disposition	<ul style="list-style-type: none"> • Excellent time keeping • Reliable • Be flexible to the changing demands of the post • Enthusiasm and ability to use initiative • Self-motivated and hard-working nature 		Interview
Practical and Intellectual Skills	<ul style="list-style-type: none"> • Ability to supervise the work of others • Ability to manage time effectively to complete tasks to a high level • Ability to prioritise work • Ability to work with minimum supervision • Ability to work within a team to achieve specified standards • Ability to keep accurate records • Computer literate in the use of Microsoft Word and Outlook 	Basic knowledge of Microsoft Excel	Interview