

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 20 December 2018

Interviews are planned for: TBC



JOB DESCRIPTION – Job ref (REQ02167)

Job Title and Grade:	Domestic Services Supervisor (Cleaning Services) Grade 4
Contract:	Permanent, Full-time
Hours:	36 Hours per week, 5 days in 7 within the operational window 05.15 to 17.30
Salary:	£19,202 - £22,017 per annum
Department/Section:	Estate Management Section - Domestic Services
Responsible to:	Domestic Services Manager
Reports on a day to day basis to:	Domestic Services Senior Supervisor
Responsible for:	The line management of Domestic Services cleaning staff
Purpose of job:	<p>To supervise, co-ordinate and motivate cleaning staff, ensuring that agreed cleaning standards are maintained or exceeded throughout the University's academic and associated buildings.</p> <p>The post holder will work closely alongside other members of the supervisory team to ensure that cleaning staff are fully supported via effective line management. They will monitor service performance by completing quality checks and shall lead by example when cover cleaning.</p>

Duties of the Post:

The main duties of the post will include:

1. To line manage and motivate cleaning operatives, ensuring that agreed standards of cleaning are maintained.
2. To allocate staffing resource efficiently so that all daily cleaning requirements are achieved.
3. To allocate staffing resource efficiently in the event that sickness absence or annual leave cover is required.
4. Ensure that weekend cleaning rotas meet service requirements.
5. Work alongside cleaning operatives when completing both reactive and scheduled cleaning tasks.
6. Operate specialist equipment/machinery when completing cleaning duties (following suitable training).
7. Complete regular checks on all electromechanical cleaning equipment ensuring that they are safe to use at all times.
8. Complete regular checks on all non electromechanical cleaning equipment, arranging repairs with the in-house maintenance team when required.

9. Monitor the section's consumables and equipment stock and submit monthly order forms to management.
10. Inform the Estate Management Helpdesk of any building faults/damage etc. logged by Domestic Services staff.
11. Deliver training to cleaning staff including inductions and toolbox talks.
12. Work closely with other members of the Supervisory Team to ensure that Domestic Services' operations are delivered efficiently.
13. Supervise cleaning operations ensuring that they are compliant with Domestic Services' risk assessments, COSHH assessments and method statements.
14. Complete regular cleaning audits against specifications, submitting findings to management.
15. Provide constructive feedback to staff following auditing processes and offer support when needed.
16. Conduct return to work interviews with staff after periods of sickness absence and ensure that iTrent records (or equivalent) are up to date.
17. Complete recorded discussions with staff as and when required.
18. Assist with the preparation of areas utilised for University events.
19. Issue and monitor the inventory of staff uniform and PPE.
20. Ensure that periodic cleans are completed as per agreed schedules and service level agreements.
21. Work closely with the Domestic Services Administrative Assistant so that staff attendance and absence is logged accurately.
22. Work closely with Domestic Services Supervisor and Administrative Assistant to ensure that all absence reviews and staff appraisals are completed as per section requirements.
23. Use ICT for quality assurance processes, typing up recorded discussions and correspondence with management.
24. Regularly liaise with customers in person and via email to schedule work and respond to service related queries.
25. Hold regular team meetings with cleaning operatives, encouraging a strong team ethos.
26. Liaise with Human Resources when required.
27. Assist operatives when applying for annual leave and closing sickness occurrences online.
28. Drive University owned vehicles both on and off campus when required.
29. Be able to attend all the necessary training programmes to ensure you are able to train staff correctly, these courses may not all be at the University.

Any other duties as may be assigned from time to time by the Director of Estate Management or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.



Terms of Appointment:

For a full description of the terms of appointment for this post please visit:
<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

December 2018

PERSON SPECIFICATION

JOB TITLE: Domestic Services Supervisor (Cleaning Services)
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Qualifications /Training

	Essential	Desirable
<ul style="list-style-type: none"> ▪ GCSE Grade A- C or equivalent in English Language and Mathematics 	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Previous commercial cleaning experience 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> ▪ Experience of conducting audits and submitting findings to management 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Previous experience of supervising staff 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Knowledge and understanding of COSHH and the application of risk assessments 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Knowledge of health and safety requirements in the workplace, including a good understanding of correct manual handling techniques 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Experience of driving light commercial vehicles 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> ▪ Previous experience of training or coaching staff 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
<ul style="list-style-type: none"> ▪ To undertake all aspects of the role, some of which may require physical effort 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Be able to understand and follow directions printed on any materials used, to ensure the safe use of chemicals (no formal qualifications necessary) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Understand and follow written and verbal instructions given by management 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Demonstrate strong written and verbal communication skills when interacting with colleagues, management and customers 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ To work using your own initiative, as well as part of a team 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Be able to organise and distribute work to staff 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ The ability to communicate effectively with colleagues, management and customers 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ To undertake cleaning duties to a high standard, demonstrating attention to detail 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Be able to prioritise your own workload 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Organisation and optimisation of work storage spaces 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Be able to operate specialist cleaning equipment (following suitable training) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Ability to meet the requirements of UK 'right to work' legislation* 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ A calm approachable manner alongside an ability to resolve conflict 	<input checked="" type="checkbox"/>	<input type="checkbox"/>



▪ A positive approach to work, demonstrating professionalism at all times	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Understanding and awareness of the terms equality and diversity and how they apply to the University	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Possession of a full, clean UK-valid driving licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

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ADDITIONAL INFORMATION

Estate Management Section – Domestic Services

You can find more information about the department at the following link:

<https://www1.essex.ac.uk/estates/>

General information

36 hours per week, 5 days in 7 within the operational window of 05:15 – 17:30

Informal enquiries may be made to Ben Lawson, telephone: 01206 876014, email: blawson@essex.ac.uk . However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

This document is produced by:

**Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 876559
Email: resourcing@essex.ac.uk**

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