

## Job Description

<b>Job Title</b>	Cleaning Supervisor
<b>Reports to</b>	Area Manager
<b>Hours per week</b>	40 hours/ week
<b>Shift</b>	Nights
<b>Line responsibility</b>	Cleaning Operatives, Floor Specialist, Assistant Supervisors

### About Casna

*Founded in 1989, Casna is a specialist provider of quality cleaning services to the premium hospitality industry. The company is a nationally recognised family-owned organisation which now operates throughout London and the Home Counties. Over the last two decades Casna's solid organic growth has been achieved through client recommendation and excellence of reputation.*

### Job Purpose

- To assist the Area Manager in providing a clean and sanitary condition for the safety and security of the guests and team members within the allocated client site/s
- To have the overall responsibility for the practical organisation of the day to day cleaning operation at the client site by managing a diverse team consisting of Cleaning Operatives, Floor Specialists and Assistant Supervisors for Front of House and Back of House

### Job Responsibilities

- Allocating work duties to team members and supervising contractors
- Carrying out routine inspections of all areas and random spot checks as required
- Reporting and follow up on any cleaning equipment maintenance defects or other issues to the Area Manager
- Routine inspections of service areas, store rooms and corridors
- Scheduling and supervising deep cleaning and any other projects
- Managing and training cleaning operatives to ensure their performance meets the SOPs of the company
- Efficient stock control and the maintenance of equipment
- To inform Area Manager the need for appropriate training for all team members
- Responsible for clear and effective communication between Area Manager and team members
- Fill in for staff where necessary
- Report all problems needing intervention from superiors in a timely and efficient manner
- Create a courteous, friendly, professional, work environment through open line of communication
- Ensure compliance with safety and sanitation standard
- Maintain regular quality checks on deep cleaning, sanitising, wet pick-up and any other special cleaning needs on agreed dates
- Approach all encounters with guests and team members in a friendly, service-oriented manner
- Maintain regular attendance in compliance with company standards
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and identity card when working
- Comply at all times with the company standards and regulations to encourage safe and efficient operations
- Utilising the proper equipment and supplies for the efficient and economical operation of all cleaning operations
- Ensure all Front of House and Back of House needs meet the established SOPs to assure client satisfaction
- Supervise, train, support, and monitor Cleaning Operatives, Floor Specialist and Assistant Supervisors

- Provide guests with professional, efficient, prompt and courteous service
- Assign daily tasks to the cleaning operatives, and ensure that services are completed in a first-class manner
- Inspect and ensure all tasks have been assigned and serviced each day – coach team members as required
- Ensure a timely response to any service shortfalls identified by the Area Manager or Client Manager
- Manage the use of powered equipment by team members (scrubbing machines, wet pick-up machines, vacuum cleaners) ensuring a safe and accident-free environment
- Managing team members in clearing up after flooding and/or any other emergency
- Investigate and maintain a working knowledge of developments in cleaning equipment and materials and to identify means by which the cleaning operation can be improved
- Develop and carry out induction procedures with all new staff
- Identify formal and informal training needs for all cleaning staff
- Provide information to the Area Manager for the training records
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms

**Knowledge, Skills and Experience Required**

- Personable, presentable and communicate effectively with customers and team members
- A successful track record of managing a team
- Good organisational skills, problem solving ability and an eye for detail
- Good communication skills and a passion for delivering exceptional levels of guest service
- Previous experience in a cleaning supervisory role, preferably in the hospitality industry
- A 'Can do' attitude and ability to motivate team members is essential
- Maintain high standards and be quality driven
- To be a team player with excellent interpersonal and communication skills enabling effective partnership working at all levels
- Ability to recognise, with training, the importance of Control of Substances Hazardous to Health (COSHH) when using cleaning chemicals and managing team members
- Certified Emergency First Aider at Work/ First Aider at Work or willingness to undergo training provided by company

**Summary**

This job description is not limited to the above and may be amended or extended without notice to maintain the company's due diligence. This Job Description will be used as a basis for individual performance review between the post holder and the manager.

**Signatures**

**1. Cleaning Supervisor**

I \_\_\_\_\_ (*name in capitals*) having read this job description confirm that it will form part of my contract of employment. I further confirm acceptance and responsibility for all matters identified in the job description.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

**2. Area Manager**

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Dated: \_\_\_\_\_