

## **Role Profile**

<b>Role title:</b>	Cleaning Supervisor
<b>Salary:</b>	<b>£26,640 – £29,820</b> (this is a salaried role paid monthly, the hourly equivalent is £14.64 to £16.38)
<b>Full/Part Time:</b>	Full-Time – annualised hours
<b>Contract term:</b>	Permanent
<b>Accountable to:</b>	Facilities Manager
<b>Accountable for:</b>	Cleaning staff (approx. 11 staff on 15 -20 hour per week contracts)
<b>Hours:</b>	35 Hours per Week - these hours will be worked flexibly and averaged over the year, peak months will require greater than 35 hours. Will include evening and weekend work
<b>Location:</b>	Usually located at the main Students' Union Building
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK from the start of employment.
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## **Our Organisation**

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus. We also run four live music venues and have a bar and catering operation. We have two buildings next door to each other, Academy 1 and the main Union building that operates across three floors.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing to support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 5 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

## **Our Organisational Values**

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

## **Role Overview**

The Union has recently brought all cleaning services in house and this role will sit within the facilities team and manage a team of cleaning staff. The team are responsible for ensuring that all of our facilities are maintained to the highest standard ensuring our community of staff and visitors are having a great experience in a safe, clean and healthy environment. This role is critical in achieving this aim.

We have a lot of different activity in the building from student society events to live music. Typically the busiest part of the year is October and November. Our busiest days will see live music events in all of the venues with customers visiting our catering and bar outlet all through the day. All cleaning staff are on annualised hours and this role will need to manage those hours across the full year to ensure that staff are scheduled to meet the needs of the business. The building opens at 6am for morning cleaning and evening shifts end at 11pm with cover being required during live music events, with occasional club nights with a later closing time.

In order to provide great service it is essential that the team are well equipped. This role will take responsibility for the cleaning supplies and equipment. This will involve ensuring that cleaning stores are kept stocked and equipment is well maintained. In addition, ensuring that the team are provided with suitable training (for example is using hazardous substances) to ensure that their duties are delivered in a safe manner.

We believe in improvement and progression and in time we want to ensure that we are developing the team and creating opportunities for staff development. This role will work with the Facilities Manager to expand the work of the team to include conducting small repair and maintenance tasks and duty management responsibilities. This will include identifying suitable training opportunities for the team to engage in.

We want all staff to feel part of the Students' Union community and feel supported as an employee. This role will also be responsible for line managing and supporting the cleaning team in line with the Union management framework.

Leading on cleaning services this role will also be a key point of contact for other teams across the Union. It will include regular communication with other teams to ensure that their cleaning needs are being met, including proactively getting feedback from other teams on the cleaning services provided.

## **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to</b>
<b>Staff rota's &amp; schedules</b> Using the staff management system to manage the cleaning team hours across the full year to ensure that staffing levels meet the needs of the Union and staff hours, and leave are well managed	
<b>Maintaining building standards</b> Ensuring excellent standards of cleanliness are always maintained throughout both buildings. This will include undertaking cleaning duties, regular checking of day to day cleaning and working with other teams to schedule in deep cleans during quieter times.	Ensuring routine maintenance issues are flagged in a timely manner. Contributing to team meetings and proactively seeking feedback from other teams on where cleaning and maintenance issues need to be addressed.
<b>Cleaning stores</b> Ensuring that cleaning supplies are kept well stocked and raising purchase orders as required	Managing the cleaning budget.
<b>Health &amp; safety compliance</b> Keeping up to date with the health and safety requirement of the role and ensuring all staff are trained and conducting their duties in a safe way	Keeping KOSH records up to date and conducting risk assessments of Student Union areas.
<b>Staff management</b> Managing the cleaning team in line with the Union management framework, having regular one to ones and catch ups, holding staff to account for delivering against role expectations and ensuring that staff are supported and developed.	
<b>Sustainability</b> Contribute to the Unions environmental sustainability, ensuring staff are knowledgeable about waste disposal and identifying sustainable cleaning practices	

## Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
<b>Education</b>				
We accept candidates from any educational background.				
<b>Skills/Experience/Knowledge</b>				
Team leader/supervisor – experience of working in a team leader or supervisor role	✓			
Cleaning/maintenance – experience of working in a cleaning or facilities maintenance role	✓			
Health & safety – strong understanding of the health and safety requirements of the role		✓		
<b>Personal Attributes</b>				
Attention to detail – can demonstrate an excellent attention to detail in delivering high cleaning/facilities standards			✓ (Building Tour)	
Organised – demonstrate an ability to plan activity to meet changing business needs		✓		
Problem solving – an ability to tackle unforeseen problems or issues as they arise in a calm and solutions focused way	✓			
<b>Values &amp; Behaviours</b>				
Align with the SU's values and behaviours both personally and professionally				✓
Sustainable – committed to ensuring all activity is delivered in an environmentally sustainable way		✓		
Team player – great at working creating a strong team spirit and works with colleagues to problem solve		✓		
Inclusive – continually working to ensure that diverse team needs are supported		✓		

## **Our Recruitment Process**

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

You can find more information about our recruitment process on [our website](#).