



The Falkirk Cleaning Academy Job Description

Title:	Cleaning Manager
Location:	The Falkirk Stadium, 6 Stadium Way, Falkirk FK2 9EE
Reports to:	Community Manager
Hours:	Full-time Normal office hours are Mon-Fri; 09.00am-17.00pm, however occasional evening and weekend work may be required
Salary:	£14,942.20
Benefits:	28 days annual holiday (not including statutory holidays) & 4% pension

Overview

The Falkirk Cleaning Academy is a social enterprise led by Falkirk Football Community Foundation (FFCF). By creating a developmental pathway, The Falkirk Cleaning Academy provides an opportunity for disadvantaged people in Forth Valley Communities to further develop qualification attainment and life skill learning experiences through the introduction of live work situations. The overall aim is to provide an experiential progression from economic inactivity to sustained employment.

Job Purpose

The Falkirk Cleaning Academy is looking to appoint a reliable, experienced and ambitious cleaner to undertake the position of Cleaning Manager. This post is ideal for someone who wants to progress into a management position in which the main responsibilities include:

- To supervise and be part of the cleaning team responsible for the successful completion of partner service specifications
- To provide/ensure consistently high standards of cleanliness and presentation through a wide range of indoor and outdoor areas
- To encourage and enhance the learning experience of the employability programme graduates, through empathetic and motivational supervision techniques
- To assist with the growth potential of the organisation through professional and enthusiastic business development contribution

The successful candidate will be an enthusiastic and highly organised cleaning supervisor with excellent communication, interpersonal and time-management skills. They will possess an ability to think innovatively to solve problems and operate at a fast pace whilst ensuring accuracy, all demonstrated by the ability to take initiative and work independently. Capabilities in managing changing priorities and working to tight deadlines are also desired. This role will be pivotal to the support of our employability team and the successful candidate must be able to deal competently and professionally with all work experience and partner requirements.

Key Tasks

- To provide a cleaning service as directed by the Community Manager including Housing Association contracts; Community Events; end of tenancy cleaning; and office cleaning amongst others
- Ensure high standards of cleanliness and presentation in all areas, including communal stairs; landings; hallways; stair banisters; windows sills; frames; skirting boards; upstands; stair stringers; walls within normal hand height (6Ft); external entrances; access paths; bin areas; front and rear close entrance doors; glazing to communal windows and doors; and any other areas not specified but mutually agreed by client and contractor
- Leading, motivating and supervising a team of cleaning operatives, alongside working with them for a set amount of hours per week
- Ensure Cleaning staff provide a high standard of cleanliness and presentation throughout all areas, adhering to cleaning specifications, schedules and checklists
- Ensure that cleaning tasks are carried out safely ,with due regard to employability candidates, staff, visitors and members of the public, ensuring that all equipment used is cleaned and returned to a secure store on completion of cleaning tasks
- Manage and monitor standards of performance and quality of cleaning
- Promote good customer relations with all user groups
- Ensure that all aspects of the Health & Safety policies are complied with and implemented
- Ensure that all equipment is maintained to a high standard
- Ensure that a control system for materials is maintained and that all purchases are recorded
- Ensure that all accounting procedures and financial instructions are followed, which includes placing orders and checking invoices
- Assist with the training and development of the cleaning team with any internal and external training
- Promote quality control
- Support appropriate auditing
- To assist with financial reporting/recording

Key Skills and Experience

- Experience and strong knowledge relating to use of cleaning equipment, and cleaning chemicals and substances (COSHH)
- Previous Management and Supervisory experience, having monitored and checked the work of other staff, and provided training or guidance to new staff.
- Experience in client management
- Good observation skills, organisation skills and attention to detail
- Effective communication skills
- Excellent time management and multi-tasking skills
- Strong communication skills
- Basic finance, bookkeeping and Microsoft ability
- Self-motivated, with an ability to work under pressure, to meet deadlines and to ensure service standards are reached and maintained



General Responsibilities

- To undertake other cleaning and supervisory duties as required that are commensurate with the grade and responsibilities of the post
- Promote the ethos and belief of The Falkirk Cleaning Academy and Falkirk Football Community Foundation to all customers, participants and external partners
- Undertake appropriate training requirements which will support your personal development and keep an accurate record in your CPD log
- Undertake any other reasonable tasks as required to successfully fulfil the objectives of The Falkirk Cleaning Academy, Falkirk Foundation and, whenever relevant, Falkirk Football Club

Personal Specification

The Falkirk Cleaning Academy has developed the use of selection criteria to aid objective recruitment in line with Equal Opportunities Policy. Candidates must address all these criteria in their supporting statement. **Employment is conditional on the successful applicant undergoing reference and PVG checks.**

AREA	ESSENTIAL
Skills and Abilities	<ul style="list-style-type: none">• Ability to foster excellent working relationships with service users, colleagues, line managers, employees and the public• Problem solving/multi-tasking skills• Excellent communication skills with a diverse range of clients• Ability to work supportively within a team as well as alone, exercising good judgement and using own initiative• Ability to consistently operate at extremely high standards
Experience	<ul style="list-style-type: none">• Previous line management experience• Previous cleaning and client management experience
Knowledge	<ul style="list-style-type: none">• Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.• Experience and strong knowledge relating to use of cleaning equipment, and cleaning chemicals and substances (COSHH)
Personal Attributes and Other Requirements	<ul style="list-style-type: none">• Ability to prioritise and remain calm while working in a busy, sometimes pressurised environment• Flexible approach to work and the duties to be carried out• Dedication and tenacity to follow work through from beginning to the end of projects• Commitment to providing good customer service with a drive for continuous improvement• Able to deal with work of a confidential nature

Please note, this job description covers the main, current duties and responsibilities of the job; however, it is subject to review and amendment in the light of developing or changing organisational needs. Other activities commensurate with this Job Description may from time to time be undertaken by the Job Holder.

