



Candidate Information

Position:	Cleaning Coordinator (Part-time)
School/Department:	Estates Services
Reference:	19/107845
Closing Date:	Monday 30 September 2019
Salary:	£18,342 to £21,236 per annum
Anticipated Interview Date:	Thursday 10 October 2019

JOB PURPOSE:

To assist in the provision of an administrative and monitoring/auditing service to the Estates Department, to the agreed quality specification for the in-house service and all external contracts.

MAJOR DUTIES:

1. Provide and maintain a quality monitoring system to ensure acceptable standards of service for all contracts.
2. In conjunction with Cleaning Supervisors, operate quality systems to cover all aspects of service, ensuring that all clients understand the service to be provided.
3. Update and maintain relevant filing systems and databases and run and present standard reports as required, using hand-held computing equipment and operation of the MiC4C audit programme.
4. Analyse relevant information to provide data and calculations, presenting results accurately and appropriately.
5. Responsible for monitoring and replenishing levels of cleaning materials, consumables, and stationery to meet the requirements of the service throughout the University, following set ordering procedures.
6. Work closely with other relevant Estates staff (e.g. Cleaning Supervisors) ensuring effective communications relating to all information.
7. Respond to routine enquiries from students, staff and visitors (ie by telephone, written correspondence or in person) with a high level of customer service.
8. Manage the electronic diary of Estates Manager (Cleaning) ensuring that all appointments and meetings are clearly recorded and Quality Audits are scheduled appropriately.
9. Collate customer comments and feedback to ensure adequate service provision and make suggestions to improve service delivery, where necessary.
10. Ensure all monitoring procedures are kept up to date and reflect changes in policy and technology where relevant.
11. Prepare and produce agendas, papers and reports for external and monthly meetings in a timely way, conforming to office standards and templates.
12. Prepare and maintain paperwork as required (e.g. Induction packs, cleaning handbook, operation manuals, cleaning schedules and PowerPoint presentations) in accordance with University templates and branding.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Line Manager.

Planning and Organising:

1. Prioritise, plan and organise work to facilitate quality inspections throughout the University, and ensure operational efficiency.
2. Refer to more senior colleagues for prioritising and scheduling of non-standard work.

Resource Management Responsibilities:

1. Assign quality audits to the relevant service for action where appropriate, recording all data accurately and in line with monitoring procedures on return.
2. Monitor and replenish levels of stocks/stores of equipment and supplies following set ordering procedures.

Internal and External Relationships:

1. Daily contact with Line Manager, Supervisors, customers, students and contract staff.

ESSENTIAL CRITERIA:

1. A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).
2. A minimum of two years (demonstrable) recent relevant work experience in an administrative environment to include evidence of the following:
 - Maintaining databases and spreadsheets
 - Diary management
 - Producing agendas, papers, reports
 - Experience producing PowerPoint presentations
 - Dealing with customer queries
3. Experience of recording / updating and maintaining records and/or databases.
4. IT Literate, competent in the use of Microsoft Office and windows applications and ability to use computer packages/systems relevant to the area of work.
5. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines and agreed work schedule.
6. Demonstrate the ability to work on own initiative as well as part of a team.
7. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
8. Good interpersonal skills.
9. High level of customer service with a strong customer awareness and focus.
10. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
11. 'Can do' approach and positive attitude to problem solving.
12. Available to work Monday-Friday (mornings).

DESIRABLE CRITERIA:

1. Accredited BICS qualification.
2. Computing qualification eg ECDL.
3. Relevant work experience in a Cleaning, Auditing or Monitoring role.
4. Formal auditing/quality control experience in a relevant field.
5. Experience of relevant auditing packages.
6. Experience of CAFM (Computer aided facilities management).
7. Thorough knowledge of modern cleaning and hygiene standards.
8. Demonstrates a willingness to pursue personal development.