

# The Leicestershire College

## Job Description

### 1. Job Details

Job Title:	Cleaning Supervisor – Loughborough Campus
Department:	Estates and facilities
Reporting To:	Cleaning Manager
Competency Level:	Business Support 2
Hay Grade:	G2/3
Salary:	£28,006 per annum
Date of Job Evaluation:	September 2025
Date:	June 2026

### 2. Job Purpose

To provide a customer focused proactive Cleaning service which meets the needs of the college now and in the future by being an innovate department in its approach to cleaning.

### 3. Dimensions

Provide direct line management and supervision of a cleaning team consisting of 30 plus cleaners across the college estate which also includes accommodation and other commercial areas of the estate. To develop a customer focus service which delivers high standard of cleaning. To work Monday to Friday 37.5 hours per week with a shift Patten, inclusive of scheduled weekend working arrangements. To support the estates management to work within agreed budgets and achieve agreed KPI's, SLA's set by the college.

### 4. Organisation chart



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## 5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



## 6. Key Responsibilities

### Role specific responsibilities

- To deliver an innovative and modern cleaning service for Loughborough College premises including but not limited to classrooms, offices, studios, corridors and stairways, sports and leisure facilities, toilets, showers, cafeterias, communal areas and Halls of Residence during all operational periods.
- To be responsible for stock control at Loughborough College and the accommodation
- Carry out all interviews for new cleaning staff members.
- Maintain a flexible working schedule throughout the working day.
- To manage the day-to-day operations of all cleaning staff and areas at Loughborough College and Gables accommodation.
- Ensure that identified key areas of the college receive priority in the schedule.
- Liaise with the cleaning managers regarding events and contractor works to ensure cleaning issues are identified.
- Conduct regular audits of the college to ensure Cleaning standards are maintained.
- Chair and lead on regular meetings with the cleaning team to ensure information is communicated.
- Check cleaners in at the beginning and End of shift.
- Communicate all relevant information to Loughborough College and accommodation cleaners

- Be the point of contact for all Loughborough College and accommodation cleaners.
- Report to and communicate with the cleaning managers on a regular basis
- Monitor and report on all staff attendance and sickness.
- To report any maintenance issues to the Estates helpdesk
- Contribute to a monthly management report for the Senior Estates Management.
- Support with ensuring up to date best practices from the sector are implemented.
- To be fully compliant with and implement procedures covered by the Health and Safety at Work Act 1974.
- To report on defects within the college and accommodation.
- To immediately report all Health and Safety infringements to the Estates Management.
- To inspect, check and report on all standards of Loughborough College and accommodation cleaning
- To check the correct PPE and equipment is being used appropriately where needed.
- To react to emergency cleaning matters in a timely fashion
- To take a customer driven approach to all aspects of the role.
- To carry out reasonable overtime requirements.
- To undertake such other reasonable duties as required by estate management.

### Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

### 7. Key Result Areas

Action	Result
<b>Manage and monitor the performance of the cleaning facility.</b>	To ensure the college is a safe, clean and well-presented environment.
<b>Directly line manage the cleaning team.</b>	To ensure staff are present, engaged and working to the best of their ability.
<b>Ensure the cleaning provision is working within budget.</b>	To ensure cost saving and value at every opportunity.

### 8. Key Working Relationships and Communications

**Internal:** All college staff.

**External:** Visitors, students, prospective students & parents, guardians, prospective customers and/or contractors.

## 9. Scope for Impact

*Not applicable.*

## 10. Competency Profile

The following profile is a description of the required competencies of the role:

<b>Working with Excellent People</b>	<b>Responsiveness</b>
<p>Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team.</p> <p>Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.</p>	<p>Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions.</p> <p>Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.</p>
<b>Ensuring Financial Sustainability</b>	<b>Self-Awareness</b>
<p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p>Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words.</p> <p>Demonstrates self-awareness; manages own reactions; builds good relationships.</p>
<b>Delivering Excellent Quality</b>	
<p>Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge.</p> <p>Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.</p>	

## 11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Have or be willing to work towards BIC's permit to practice or equivalent.	•		Application/ Certificate
2.	Have some Health and Safety Training or have a relevant qualification.		•	Application/ Certificates
3.	Have or be willing to work towards Level 3 certificate Leadership and Management.		•	Application/ Interview
4.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
5.	Demonstrate ability to raise cleaning standards.	•		Application
6.	Previous experience of cleaning in a commercial environment using up to date best practises.	•		Application/ Interview
7.	Conduct and report on cleaning audits.		•	Interview
8.	Manage and reported on stock levels and equipment.		•	Interview
9.	Understand health and safety requirements (COSHH).	•		Application/ Interview
10.	Develop and implement processes and safe work systems.	•		Application/ Interview
SKILLS & KNOWLEDGE				
11.	Competent in the use of IT, excel and word.	•		Application/ Interview
12.	Conduct audits and managed outcomes.		•	Interview
13.	Deliver high levels of cost efficiencies.	•		Interview
14.	Conduct audits and manage outcomes.	•		Application/ Interview
15.	Carry out appraisals.	•		Interview
16.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
17.	To have a full understanding of the importance of professional conduct for service delivery.	•		Interview
18.	Excellent time keeping.	•		Interview
19.	Willing to work flexible hours.	•		Interview
20.	Be able to lead by example through best practice.	•		Interview
21.	Willingness to complete staff training.	•		Interview
22.	Promote the College's equal opportunities policy and practices	•		Interview
23.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in June 2026 and may be amended in light of changing circumstances following discussion with the post holder.

## 12. Job Description Agreement

<b>Job Holder Signature</b>		<b>Date</b>	
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