

UNISON
SYSTEMS MANAGEMENT SECTION

FACILITIES SERVICES SUPERVISOR

JOB DESCRIPTION

JOB TITLE: Facilities Services Supervisor

GRADE: 6

REPORTS TO: Facilities Manager or in their absence the Director of SMS

OVERALL SUMMARY

The role of the Facilities Services Supervisor is to provide support to the National Office Facilities Manager in all matters relating to the provision of Facilities Support Services. The postholder will coordinate, allocate and supervise the schedules and activities of the UNISON Centre caretakers and cleaners, and the day to day administration of the caretaking and cleaning service; be responsible for the management of the caretaking and cleaning staff and will monitor the service delivery of the team ensuring agreed standards are met whilst ensuring all activities comply with good health and safety practice.

The Facilities Services Supervisor will liaise with other supervisors of operational teams within the Systems Management section i.e Facilities Administrator, Events Supervisor, Security Supervisor and Postroom Supervisor to assist in the smooth running of all services at UNISON Centre, and will provide support to the facilities helpdesk if required.

MANAGERIAL

- To be responsible for the supervision of the caretaking and cleaning staff to include agency staff as required.
- To prioritise and allocate requests from internal departments at UNISON Centre, and co-ordinate the activities of the caretaking and cleaning staff.
- To monitor and approve sickness and annual leave requests for caretaking and cleaning staff.
- To be responsible for the personal development of the caretaking and cleaning staff.
- To carry out on site induction and training of any agency caretaking and cleaning staff.
- To ensure hours worked by caretaking and cleaning staff are accurately recorded, with any overtime correctly sanctioned and approved.
- Ability to work under pressure and prioritise tasks.
- To manage the purchase and issuing of cleaning materials and equipment.
- To prepare caretaking and cleaning rotas.

FINANCIAL

- To track budgetary expenditure.
- To provide data as required for the budget process.
- To liaise with the Finance and Purchasing Department regarding supplier invoice queries.

COMMUNICATIONS / CO-ORDINATION

- To comply with the suppliers/contractor vetting procedure.
- To work with the Facilities Manager and Head of Contracts and Property on contractual arrangements.
- Ability to communicate at all levels both in writing and orally.
- Ability to brief contractors.

GENERAL / OTHER

- To ensure duties of the caretaking and cleaning teams are carried out effectively within Health & Safety guidelines.
- To monitor health and safety inspection reports and track work to completion.
- Ability to work to set deadlines.
- Good organisational and analytical skills.
- Ability to operate and maintain accurate record and information systems.
- Efficient administration of personnel records.
- Excellent PC skills especially in MS Word, MS Excel and MS Outlook.

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This person specification is designed to help members of Interviewing Panels judge the qualities of the interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunity policy. It is given to all job applicants for information.

Assessment codes: **A – Application form | PI – Panel interview**

Heading	Selection criteria	Assessment
1. Knowledge and Thinking	• Knowledge of the requirements of a caretaking and cleaning service.	A PI
	• Knowledge of providing facilities services to a large multi-purpose site.	A PI
	• Ability to prepare caretaking and cleaning schedules and to compile task lists.	A PI
	• Ability to induct and train new staff.	A
	• Ability to compile financial information.	A PI
	• Ability to operate and maintain accurate record and information systems.	A
2. Interpersonal and Communication	• Ability to supervise and coordinate the work of caretaking and cleaning staff.	A PI
	• Ability to communicate effectively in writing and orally.	A PI
	• Ability to communicate effectively with supervisors and staff of other onsite operational teams.	A PI
	• Experience of team leadership.	PI
	• Ability to communicate effectively with external suppliers.	PI
	• Ability to communicate with guests and visitors to the building (i.e. during Events).	PI
3. Initiative and Independence	• Innovative approach to continual improvement of processes and methods to deliver a better service.	A PI
	• Ability to coordinate and prioritise work.	A PI

Heading	Selection criteria	Assessment
	Ability to respond effectively in emergency situations.	A PI
4. Staff Management	- Ability to provide leadership and to supervise staff. - Ability to monitor and review performance. - Ability to induct and train new staff. - Ability to support staff training and development. - Ability to manage personnel records and systems.	A PI A PI PI PI PI
5. Resource Management	- Ability to manage cleaning supply stock levels, ordering products and receiving deliveries as required - Ability to operate health and safety systems. - Ability to carry out equipment inspections and arrange for maintenance, repairs and replacement. - Ability to supervise work carried out by external contractors.	A PI A PI PI PI
6. Physical Skills <i>(with DDA modification where necessary)</i>	- Manual Handling Training required. - Proficient use of keyboard. - Very mobile through out the day. - Ability to work flexible hours.	A PI PI A A
7. General Knowledge	- Commitment to and understanding of equal opportunities. - Knowledge and experience of health and safety good practice and legislation - Ability to co-ordinate and implement administrative systems and services. - Knowledge of meeting room accommodation user requirements - Commitment to and understanding of UNISON's aims and values and the trade union movement. - Knowledge of the requirements of the needs of people with disabilities - Knowledge of ICT packages including Microsoft Office suite.	A PI A PI A PI PI A A A PI