

JOB DESCRIPTION



Section 1: General information	
Job title:	Cleaning Supervisor
Department:	Safety & Facilities
Reports to:	Facilities Co-ordinator
Responsibility for:	Cleaning Team Leader and Cleaners
Section 2: PenCarrie's story and purpose	
PenCarrie's story: With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.	
PenCarrie's purpose: The distribution partner that enables exceptional customer success.	
Section 3: Purpose and responsibilities of the role	
Main purpose of role: To maintain a clean, safe and secure environment and lead the cleaning team on a daily basis working closely with the Safety & Facilities Team. With experience of leading a team you will assist the Safety & Facilities Management Team with on-going supervision of the cleaning team, onboarding new starters, training where required, conducting regular reviews and providing a supportive line management ethos. You will pro-actively guide the team ensuring that both the day and evening cleaning teams are delivering the high standards required. You will have a good level of IT knowledge and skills in order to create work schedules, maintain accurate records, ensure safety, quality and cost standards, while getting involved in carrying out cleaning duties directly.	
Main responsibilities: <ol style="list-style-type: none">1. Cleaning of communal workplace areas such as the Warehouse, toilets, washrooms, hallways, meeting rooms, offices and external areas. Including the cleaning, clearing and re-setting of meeting rooms.2. Outside cleaning including yard sweeping, window cleaning, pressure washing and leaf blowing entrances and external pathways.3. Cleaning of Company vehicles as required.4. Create and review comprehensive daily work lists, in digital and paper format, allocating tasks across the cleaning team.5. Ensure daily cleaning inspections are conducted and recorded in an auditable, accurate and timely manner.6. Movement of furniture and equipment as required involving manual handling.7. Removal and disposal of rubbish and debris from all areas of site where required.	

8. Use powered, ride on and pedestrian machinery. Maintain and secure equipment when not in use. Ensure training is up to date.
9. Manage the safe usage and storage of cleaning chemicals. Ensuring training is up to date.
10. Maintain stock levels of cleaning and hygiene supplies with accurate stock taking and ordering of items.
11. Provide inductions, training, regular reviews and ongoing support to the cleaning team.
12. Ensure the team is updated and understand any changes to working methods.
13. Deliver briefings and communicate updates and relevant information to the cleaning team.
14. Attend regular operational meetings with the Safety & Facilities Team, communicating any issues.
15. Monitor and arrange suitable cover of staffing levels in relation to holidays, breaks and absence.
16. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Previous hands-on cleaning experience
- Good written and verbal communication skills are essential to communicate with team members and managers and comply with Health & Safety regulations
- IT literate with good numeracy and literacy skills
- Physically fit and capable of moving furniture and operating ride on machinery
- Able to work on own initiative and manage your own time effectively to complete your task list and handle reactive jobs as they occur
- Punctual and reliable with the flexibility to occasionally alter working hours to cross-over with the evening cleaning team
- Experience in a similar Supervisory position with the ability to lead, motivate and manage effectively
- Driving license in order to occasionally attend our off-site storage facility 2 miles away
- In-depth COSHH knowledge

Desirable

- Experience cleaning in a similar environment
- Experience of using powered and ride on equipment would be advantageous but not essential as full training can be given
- Ability to work at height using step ladder or scissor lift

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas

JOB DESCRIPTION

- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

**Section 5: Job description prepared by****Job title: Health, Safety & Environmental Manager****Date: April 2024**

Please note: Where possible, repeat the language of the values in the purpose of the role, main responsibilities or within the knowledge skills and experience required sections.