



Job Description

Job Title:	Domestic working Supervisor,
Responsible To:	Domestic Manager
Responsible For:	Domestic assistants
Place of Work:	Based at multiple venues CSC, HEE and SPR or any site where the Company operates should the need arise.

Job Purpose:

1. Day to day responsibility to organise Domestic Assistants to undertake individually or as part of a team, the cleaning of designated areas to ensure they are kept in a clean and hygienic condition in accordance with the high standards set by Sheffield City Trust, ensuring that the cleaning takes place in the most effective and efficient manner.

Key Responsibilities:

1. Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values

2. Customer

- To prepare and maintain facilities in a condition appropriate to welcoming customers to the Venue
- To undertake quality assurance inspections
- Respond to customer complaints, when appropriate.

3. People

- To supervise and develop members of the domestic's team
- To train domestic colleagues in accordance with the departmental guidelines and complete the relevant documentation as required
- To complete performance reviews and job chats for team members
- Monitor staff's adherence to rota and adjust rota as may be needed by demands of work patterns
- To assist the Domestic Manager with the recruitment and training of new colleagues
- Assist in monitoring holiday applications to ensure the business operates efficiently

4. Financial

- Utilise chemicals and consumables to best effect and avoid wastage
- Undertake stock checks ensuring sufficient supplies to meet operational needs.
- Ensure all areas not in use is secured and all lights are switched off.

5. Operations

- Duties will include organising Domestic Staff as well as undertaking Domestic duties such as cleaning, washing, sweeping, vacuum cleaning, removing refuse, polishing and dusting of designated areas (which will include toilets, sanitary areas, first aid rooms etc.) using, where appropriate, the necessary power equipment.
- Duties outside the normal will be allocated by the domestics Manager or duty manager
- Allocate external duties such as sweeping, washing, graffiti, and emptying waste bins
- Work unsupervised to a high standard
- Ensure that all areas are cleaned and maintained to the Department's specifications
- Demonstrate flexibility to meet the needs of the business.
- Report any equipment failure damages or breakages found by the appropriate method.
- Maintain machinery and report faults, making sure any piece of machinery or equipment not suitable for use is clearly labelled

6. Key Performance Indicators

Meet and exceed customer expectations

Organise cleaning tasks and allocate the team to complete in a safe manner to the agreed standard specification.

7. Health and Safety

Always adhere to the Company's Health and Safety Policy and procedures

Use cleaning equipment and materials correctly, cleaning and maintaining after each use and in accordance with COSHH regulations and the Company's Health and Safety regulations

Be responsible for opening and/or securing the building and/or specific areas during and after cleaning as required.

Ensure safekeeping of keys during working hours and if applicable when taken off the work premises.

Undertake risk assessments etc. as allocated by the site Health and Safety Coordinator

8. Other Tasks

Carry out any other reasonable tasks as and when required