# DEEP Clean sUPERVISor

## About Us

At Carlisle Support Services we focus on the provision of cleaning, security, events, and retail facilities support services. We are trusted to deliver business critical functions on behalf of our customers in support of their products and services.

Our Vision: To be preferred experts and the most trusted provider of people-based services for the customers we serve and markets we choose to work in.

Our Mission: CSS provides customer driven, people-based services, and strive to deliver measurable value to all involved. We do this by empowering passionate people to deliver exceptional outcomes.

Our Values:

1. Care passionately for all.
2. Customers at the heart.
3. Promised-based culture.
4. Sector-based experts.

## The Role

As the Deep Clean Supervisor, you will be part of a 120 strong team of well trained, experienced, and passionate staff who strive to uphold company values and deliver exceptional services to our customers. Use the training provided to follow HSQE and rail critical safety.

You will report into the Regional Contract Manager and work alongside to provide a comprehensive cleaning service set out within KPI’s and SLA’s.

Managing a team and using the systems provided to ensure program and delivery efficiency.

Following WPP’s and designated program to ensure that all cleaning tasks are completed to the highest of standards and within the timeframes set. Using the PPM work scheduler to record work complete and report on faults across the allocated working area in a constructive and professional manner.

Varied shifts ranging from 7.5 to 12 working hours inclusive of days, nights, weekend days and weekend nights dependant on business needs and requirements. You will be responsible for and can be sent to all TOC geographical locations.

## Main Duties

Responsibilities as a Deep Clean Supervisor: Rostering and Staff Allocation, Entry Level HR, PPM Scheduling, Payroll, Staff Training, Recruitment, KPI Request, Pre and Post Work Checks, Pre and Post Work Reports, Maintenance Of Team Fleet and Equipment, SLA’s and KPI’s, Working In Partnership With Client, Working In Conjunction With FCEMs and Support Manager, Solution Finding For Any Cleaning Challenge, Month End Reporting.

\*These are subject to change depending on business needs and following any reasonable management request.

Rostering and Staff Allocation:

* Roster staff accordingly.
* Use hours allocated to ensure service delivery is maintained.
* Cover annual leave and sickness in line with hours allocated.

Entry Level HR:

* Manage staff performance using company policies and procedures.
* Hold performance reviews with staff who report to you.
* Manage long term sick, grievance hearings and investigations.
* Liaise with HR using system provided to ensure all HR challenges are dealt with in a timely manner.
* Support business needs with note taking where required.

PPM Scheduling:

* Produce monthly/yearly periodic program in line with contract requirements.
* Work with support centre team to rota load program in PPM scheduler.
* Ensure staffing levels are in accordance with works required.
* Ensure timeframes are correct to ensure standards are met.
* Ensure stations are audited on the Work-IT Application prior to deep clan and post deep clean to determine the scope has been completed.

Payroll:

* Use the system provided [Timegate] to ensure staff receive hours worked.
* Work with CSS central to ensure rota loads are completed.
* Complete all arbitrations and failed duties in a timely manner.

Staff Training:

* Ensure all staff have the relevant training as per their job as a DC operative.
* New starters are to be inducted and all mandatory training complete within the set timeframes.
* Work with suppliers, making sure the DC team have relevant and up to date PASMA/IPAF/PTS qualification.
* All members of DC team to be trained - Pressure Washing, Reach and Wash, Glazing Cleaning, Floor Scrubbing, Washroom Deep Cleans, Carpet Cleaning, Upholstery Cleaning, Graffiti Removal, Steam Cleaning, High Level Cleaning, Gum Removal, Waste Removal, Station Deep Cleans, Lifts and Shifts, Cleans Sweeps, Bike Shelter Maintenance, Light Maintenance, and any other station cleaning duties.
* Keep matrix up to date and act on training requirements.
* Carry out working days with the team to ensure standards are met, team members are following processes and to keep knowledge current.

Recruitment:

* Work with CSS central to advertise and employ any vacancies within your team.
* Ensure all applicants are contacted and interviewed in a timely manner.
* All new starters to be issued with a relevant JD.

Pre/Post Work Checks and Reports:

* Visits stations pre work to ascertain tasks to assign via PPM scheduler.
* Visit stations post work to assure standards have been met.
* Produce reports for management outlining works completed, ensuring before and after photos are ascertained.

Fault Management:

* Work with your team to respond to fault failures in a timely manner ensuring tickets raised are closed out.

KPI Faults:

* Work with your team to allocate KPI requests accordingly dependant on geographical location of network.
* Close out all KPI requests within a timely manner, set out within SLA and KPIs.

Maintenance Of Fleet and Equipment:

* Ensure all fleet vehicles within your team are MOT and Serviced in accordance with CSS policy.
* Any vehicle damages to be report using the correct avenue, with repairs taking place within a timely manner.
* Ensure all vehicles are kept, clean, tidy, and fit for purpose.
* All equipment that is assigned to the deep clean team to be kept clean, tidy, and ready for use.
* All faulty equipment is to be reported to CSS central in a timely manner for repairs.
* All equipment to be asset tagged, PAT tested in accordance with CSS policy.

Working in Partnership:

* Work in partnership with the client to ensure desired outcomes are reached.
* Monitor and maintain SLA’s set out within the contract.
* Finding solutions to cleaning challenges that may be faced.

Month End Reporting:

* Provide data required by Contract Manager.
* Produce and provide a report outlining your teams performance for the rail period.

## IT Requirements

* Have great Microsoft Office Skills.
* Have a great understanding of web and app-based programs.

## Mandatory Skills

* Full manual UK driving license
* IPAF, PASMA and PTS \*Can be trained via Carlisle

## Skills Preferred

* Good level of communication.
* Entry level HR knowledge.
* Ability to work and lead a team.
* Ability to be proactive and efficient in approach.
* Ability to solve problems and deal with ad hoc challenges.
* Ability to work from you own initiative.

\*This role comes with training provided.

## Operative Name: ……………………………………………..

## Operative Sign: ………………………………………………

## Date: ……………………………………