

# JOB DESCRIPTION



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| JOB TITLE     | Senior Supervisor |
| DATE          | July 2026         |
| DIVISION      | Public FM         |
| SITE / OFFICE |                   |
| REPORTS TO    |                   |

## ROLE OVERVIEW

The Senior Supervisor is responsible for supporting the effective delivery of cleaning services within a healthcare environment, ensuring high standards of cleanliness, safety, compliance, and customer service are maintained at all times. The role involves supervising teams, managing staffing resources, monitoring performance, controlling stock and budgets, and working closely with the Facilities Manager and client representatives to deliver a consistently high-quality service.

## KEY TASKS & RESPONSIBILITIES

- Support the day-to-day management of cleaning teams, ensuring staffing levels are maintained in line with operational requirements and budgeted hours.
- Assist with recruitment, onboarding, training and development of cleaning operatives and supervisors, ensuring compliance with company procedures and mandatory training requirements.
- Monitor attendance, sickness and holiday records, supporting the management of absence processes and employee wellbeing.
- Lead, motivate and develop teams to deliver high-quality cleaning services within a healthcare environment.
- Maintain high standards of discipline, attendance, timekeeping and professionalism across all teams.
- Support employee relations processes, including investigations, counselling notes and performance management where required.
- Conduct regular quality inspections and audits, working collaboratively with client representatives and site management teams.
- Ensure all cleaning activities, including periodic cleaning programmes, are completed safely and to the required standards.
- Manage stock levels, ordering processes and materials control to ensure services remain within budget.
- Monitor helpdesk requests and service issues, ensuring all tasks are completed within agreed service level agreements.
- Work closely with the Facilities Manager to identify opportunities for service improvement and operational efficiencies.
- Ensure all equipment is maintained, cleaned and stored correctly, in accordance with company and healthcare requirements.

- Promote and maintain a strong health and safety culture, ensuring safe systems of work are followed at all times.
- Provide cover for Team Leaders and support wider operational requirements as needed.

## QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.
- Previous supervisory experience within cleaning, facilities management, healthcare or a similar operational environment.
- Experience managing teams, staff performance, attendance and workforce planning.
- Strong leadership skills with the ability to motivate, coach and develop colleagues.
- Experience conducting audits, inspections and quality monitoring activities.
- Strong organisational and administrative skills with excellent attention to detail.
- Good understanding of health and safety legislation and safe working practices.
- Ability to manage multiple priorities in a fast-paced and sometimes pressured environment.
- Excellent verbal and written communication skills.
- Strong problem-solving skills and a proactive approach to service delivery.
- A professional and customer-focused approach with the ability to build positive stakeholder relationships.

### Desirable:

- Previous experience working within an NHS or healthcare environment.
- Knowledge of infection prevention and control procedures.
- Experience using helpdesk, CAFM or workforce management systems.
- Supervisory, Team Leader or Facilities Management qualification.
- Experience of payroll administration, stock control or budget management.

## WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

## ACCEPTANCE OF ROLE

### Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

### AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: