

JOB DESCRIPTION



JOB TITLE	Cleaning Manager
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As a Cleaning Manager, you will have overall responsibility for the delivery, performance and continuous improvement of cleaning services across one or more client sites. You will lead and develop site-based management and cleaning teams, ensuring high standards of cleanliness, safety and service are consistently achieved.

This role is responsible for operational management, people leadership and client satisfaction, ensuring services are delivered in line with contractual requirements, KPIs, budgets and OCS values.

KEY TASKS & RESPONSIBILITIES

- Manage the day-to-day delivery of cleaning services across assigned sites or contracts
- Lead, motivate and develop Cleaning Supervisors, Team Leaders and site-based cleaning teams
- Ensure services are delivered in line with contract specifications, KPIs and client expectations
- Carry out regular audits, inspections and quality checks, implementing corrective actions where required
- Build and maintain strong working relationships with clients and key stakeholders
- Manage staffing levels, rotas, absence and recruitment in line with contract requirements
- Ensure all health & safety, COSHH and company procedures are followed and embedded
- Oversee training, inductions and development to ensure colleagues are competent and compliant
- Manage cleaning budgets, stock control and equipment usage effectively
- Identify opportunities for continuous improvement, efficiency and service enhancement
- Prepare reports and attend client or internal meetings as required
- Respond to escalations, incidents or complaints promptly and professionally

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.
- Proven experience in a cleaning or facilities management role, ideally at manager level
- Strong people management skills, with experience leading multi-site or large teams
- Good knowledge of cleaning processes, equipment and materials
- Sound understanding of health & safety and COSHH requirements
- Experience working to KPIs, service level agreements and budgets
- Strong organisational, planning and problem-solving skills
- Excellent communication and stakeholder engagement abilities
- Ability to work flexibly and manage competing operational priorities

Desirable:

- Experience working within Facilities Management (FM) or outsourced service environments
- Experience managing client contracts within public sector, education, healthcare or commercial settings
- IOSH, NEBOSH or similar health & safety qualification
- Experience contributing to mobilisation or service change programmes

WORKING ARRANGEMENTS

This <permanent / full-time / part-time> position will be based at <site/location or region>, working <hours / shift pattern>, with flexibility required to meet operational needs.

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: