



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE:

Resources

AREA/DEPT:

Corporate Assets

FAU:

SECTION:

Facilities Services

JOB TITLE:

CLEANING SERVICES SUPERVISOR

REPORTS TO:

Cleaning Services Manager

CURRENT RANK/GRADE:

D

DATE:

February 2026

1. **JOB PURPOSE:**

To be responsible for the daily management of the Cleaning Services Operatives and to provide support to the Cleaning Services Manager in the supervision and operational management of the cleaning services provision.

2. **PRINCIPAL ACCOUNTABILITIES:**

- a) To manage and support all Cleaning Service Staff, providing direct Supervision and ensure their daily tasks are completed effectively and efficiently, ensuring the delivery of the cleaning Service Level Agreement and Key Performance Indicators.
- b) Plan and deploy Cleaning Services Staff to ensure continuity of the Cleaning Service Level Agreement across the force, completing both long-term staffing schedules and managing day-to-day staffing challenges, including abstraction cover.
- c) Carry out regular site visits to evaluate service standards and delivery compliance, drive performance of all Cleaning Staff and liaise with all staff force wide. To meet with staff, supervisors and all users of Police premises regarding the service provided and to address any issues/problems identified.

- d) Conduct regular one-to-one meetings and annual performance reviews with all cleaning operatives. Ensure staff remain competent, well-supported, and up to date with required training. Monitor individual performance, identify development needs, implement improvement plans where necessary, and carry out personal risk assessments, agreeing and implementing reasonable adjustments to support staff wellbeing and safe working practices.
- e) Take first line responsibility for the resolution of grievances and the implementation of discipline procedures, manage sickness absence cases in conjunction with Cleaning Service Manager, Human Resources and the Occupational Health Unit.
- f) Deliver all training requirements for Cleaning Staff, ensuring compliance with legal and mandatory requirements to the correct standard in line with Health & Safety, and all legislation requirements are met, for both new staff members and for continued staff training and refresher courses, ensuring all staff training is recorded appropriately.
- g) Take first-line responsibility for implementing sickness absence procedures. This includes arranging welfare contact, conducting return-to-work interviews and home visits, maintaining accurate records of attendance, annual leave, sickness, and payroll, and authorising agency staff timesheets to ensure adequate service cover.
- h) Monitor and maintain all department cleaning materials, supplies and equipment, ensuring the efficient, continued and safe running of the Cleaning Service. Ensure responsible and safe usage, report faults and arrange repair needs promptly, to maintain a safe and efficient working environment.
- i) To support the Cleaning Services Manager by being accountable for Health and Safety matters within the area of responsibility, including infection control. This includes conducting personal risk assessments and promoting safe working practices to ensure the safety and wellbeing of staff and teams, in line with the statutory obligations of the Health and Safety at Work Act 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

Specialist knowledge of current professional cleaning methods and techniques gained in a supervisory or management role for no less than three years within the cleaning industry to ensure Health & Safety obligations, training requirements, problem solving in relation to service delivery and customer service agreements are met and an efficient service is provided.

A minimum of three years' experience in a related field in order to manage the day-to-day Cleaning Service function & Workforce across a multi-site operation.

Knowledge and understanding of maintaining service level agreements, performance indicators and targets to ensure compliance.

Proven ability in the management of all aspects of stock control and ordering to ensure sufficient stocks are maintained within storage & budget limits across a multi-site operation.

A competent working knowledge of Agency (Payroll) Systems and staff terms & conditions to ensure continued payment of Cleaning Staff wages in the absence of the Cleaning Service Manager.

An in-depth knowledge of the multi-site infrastructure of the Merseyside Police Estate and individual requirements of specialised departments. Ensuring all Cleaning Staff are aware of strict safety protocols maintaining the safety and security of all staff members and users.

Excellent communication and interpersonal skills, with the ability to engage effectively with staff at all levels, including PCC, Chief Officers, and senior leadership across the force estate.

Holds an NVQ Level 2 in Cleaning Building Interiors, with evidence of professional competence.

Knowledge of British Institute of Cleaning Science (BICSc) procedures, particularly in Infection Control and Cross Contamination relevant to building cleaning.

Holds IOSH Managing Safely accreditation, providing essential Health & Safety knowledge including hazardous substances, manual handling, asbestos awareness, accident investigation, and safe working practices.

Competent in conducting risk assessments in line with the Management of Health and Safety at Work Regulations 1999.

Proven organisational and supervisory skills, with the flexibility to both lead and work collaboratively within a large team.

Significant experience in modern cleaning techniques, with a strong understanding of various floor coverings and the challenges associated with their maintenance.

Demonstrates self-motivation, the ability to motivate others, adaptability, common sense, and resilience under pressure to meet deadlines.

Demonstrated experience in implementing and monitoring both frequency-based and output-based cleaning specifications, ensuring procedures are understood, followed, and evaluated for continuous improvement.

Must hold a clean driving licence and have access to a reliable, business-insured vehicle for travel between locations.

A working knowledge of force systems related to electronic expenses, payroll, PDRs, and absence recording, with the ability to train staff and authorise payments for additional hours and temporary staff.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

3. RELATIONSHIPS:

(a) Supervisory Responsibilities:

4 x Cleaning Service Supervisors have direct supervision of all Force wide Cleaning Staff, approx. 80 staff (20 per supervisor)

Deputise for the Cleaning Services Manager ensuring the continued day to day running of the cleaning service dept.

(b) Supervision Received:

The postholder reports to the Cleaning Services Manager (Grade G).

The postholder is required to work on a daily basis without direct supervision to make decisions and offer solutions.

(c) Other Contacts:

(i) Within Merseyside Police:

All Police Officers and Police Staff at all ranks from all strands and departments on a daily basis.

(ii) Outside Merseyside Police:

Regular contact with Contractors and Suppliers.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

Support the Cleaning Services Manager to ensure a clean, safe, and pleasant environment for all users of the buildings of Merseyside Police, taking into account all their various requirements ranging from office accommodation, conference facilities to custody environments.

Support the Cleaning Services manager to monitor the performance of the cleaning provision against agreed standards, targets, and service level agreements.

The postholder works within the force flexitime scheme, however flexibility is required to meet the demands of the post.

The postholder will also be required to be available between the hours of 06:30 and 19:00 hours Monday to Sunday including weekends and Bank Holidays, to provide an "on-call" service, with other Cleaning Supervisors, ensuring the Force has a suitable and adequate cleaning provision.

Postholders work as a team to provide service cover for the Force estate, periods of high abstraction completion of cleaning duties as necessary, adapting supervisory work pattern accordingly.

(b) Framework and Boundaries: (Policies and procedures which affect you and how these can be changed).

To work within relevant legislation, i.e. Health and Safety, COSHH Regulations, Waste Management Legislation

Security arrangements in individual locations.

Work in accordance with the arrangements for the provision of Cleaning Services as detailed in the performance indicators and service level agreements.

(c) Organisation: (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Cleaning Operatives: To supervise approx. 21 Cleaning Operatives to provide a cleaning service for Merseyside Police within the terms and conditions required to achieve the prescribed cleaning standards.

6. **DIMENSIONS:** (Indicate in quantitative terms, the key areas on which your job has an impact).

Financial: The post holder will maintain a day-to-day oversight of the financial and budgetary considerations on behalf of the Cleaning Service Manager to ensure cleaning service function is operating as efficiently as possible.

Recommend to the Cleaning Services Manager for the allocation of additional hours when required.

Authorise timesheets for allocated Temporary and Agency staff, ensuring accuracy and timely processing.

Request the appropriate level of cleaning consumables to maintain the service at local level.

Recommend the supply of cleaning materials and equipment to force locations.

Staff: Force wide Cleaners x 80 full and part time, supervised by 4 Supervisors.

Other: Cleaning is required throughout the whole of Merseyside Police plus NWROCU and effective monitoring of cleaning services will require visits to all buildings where cleaners are sited.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

Act as a key support to the Cleaning Services Manager in ensuring the Force-wide cleaning provision is delivered to agreed service levels and within financial constraints.

Provide supervisory absence cover as required, maintaining continuity of service and ensuring approved cleaning standards are upheld across the Force estate.

Demonstrate excellent time management and prioritisation skills, with the ability to work under pressure and adapt to changing operational demands.

Maintain flexibility in working practices and approach, supporting and working collaboratively within a large and diverse team.

Provide ongoing support to cleaning staff in relation to IT systems, welfare concerns, and operational queries, ensuring staff feel well-supported and able to carry out their duties effectively.

Promote a positive working environment by responding to staff needs professionally and promptly, helping to maintain morale and service quality.

8. ADDITIONAL INFORMATION: (Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capital)

POSTHOLDER'S SIGNATURE:

Date:

Extn:

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn: