



Creating great homes together

# Role Profile

## Position

**Cleaning Services Supervisor**

## Reporting to

**Cleaning, Estates & Compliance Manager**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- To lead and manage a team of Cleaning Operatives.
- To provide a comprehensive high quality cleaning service across Magna owned properties.
- To ensure that all cleaning operations comply with policies, procedures, and legislative and regulatory requirements.
- To provide advice and guidance to customers, colleagues and contractors on all elements of estate services.

## What you take care of

- To lead and manage a team of Estates & Compliance Officers across Dorset and Somerset, implementing change as required
- To work as part of the estate services supervisory team, being a point of contact for any colleagues within the wider team
- To achieve high colleague satisfaction levels, ensuring colleagues are well motivated and good ambassadors for Magna
- To deal with staffing issues such as performance, unacceptable sickness, workloads, conditions and health and safety
- To carry out regular catch-up conversations with the team, as well as van and PPE checks
- To be responsible for the health and safety of the team, customers, and others in the work that is delivered
- To carry out risk assessments where required and ensure that all team members follow guidance given and independently assess risks in their day-to-day activities
- To carry out regular inspections ensuring work is of a high-quality standard
- To plan day-to-day tasks considering resource and weather
- To plan and schedule in empty homes and guest room cleans to ensure targets are met
- To monitor stock levels and advise when materials and equipment is to be ordered
- To carry out a range of cleaning operations as set out in the specification or as directed.

## What you need to be successful

- Experience of managing staff and workloads.
- Experience in providing commercial cleaning services
- Experience in providing a customer focussed service.
- Knowledge of relevant legislation, in particular COSHH and health and safety
- Experience of working in a housing related area
- You are flexible to meet the needs of the customers and Magna Housing
- Committed to Magna and its customers
- You are able to communicate effectively in a range of situations

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Full manual driving licence.
- BICSc certification or equivalent, or proven experience.

- Manual Handling.

Approved: