



# Role Profile

SUPPORT TEAM SUPERVISOR			
Reference No:	SS1843		
Service:	Facilities Management Service		
Job Family:	Technical 6	Grade:	FC6

Purpose
Under the direction of the Facilities Co-ordinator, monitor quality standards, ensure Health and Safety compliance, identify and maintain cleaning equipment requirements and inventory. Provide direct support to all mobile cleaning staff and Industrial cleaning teams including line management responsibilities. Post holder will be expected to travel round multiple sites including Social Work, Housing, Commercial units and public conveniences throughout Fife.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Line managing of cleaning operatives in multiple sites including the allocation and monitoring of work, ensuring expected standards are maintained. Supporting and mentoring site supervisors. Facilitating communication between frontline staff and clients, representing the service in meetings and discussion groups.	Educated to SCQF level 5 Ability to provide a regular and effective service. Team working skills Communications skills Experience in an internal and external cleaning environment	✓ ✓ ✓ ✓ ✓	
Ensure employees have received the necessary training to carry out their role including Cleaning Operative Proficiency Certificate (C.O.P.C.), Working at heights. Deliver tool box talks. Carry out return to work interviews and absence procedures in line with council policy. Carry out first level	Previous training experience People management experience/skills Organisational skills	✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

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disciplinary and grievance investigations and deal with performance issues in conjunction with the coordinator. Assist the coordinator with recruitment.	Knowledge of Council absence and recruitment policy		✓
Monitor efficient and effective use of physical resources including mechanical and electrical machinery, specialised industrial cleaning equipment, chemicals and council vehicles.	Interviewing skills		✓
Completion of admin tasks relating to stock control, including ordering and auditing of workwear, chemicals and equipment and ensuring levels are appropriate. Ensure risk assessments are up to date.	British Institute of Cleaning Science (Bics) or Certificate of Cleaning Operators Proficiency Certificate (COPC)	✓	
Responding to problems and resolving day to day issues. Liaising with potential customers/clients, making 'on the spot' decisions and deputising for Facilities Coordinator when required.	Administration skills	✓	
Investigating customer and responding to complaints under the direction the Facilities Coordinator. Communicating and informing customers of methods and timescales, being able to negotiate and/or comply with customers' requirements including pre-planning and costing new work.	Numeracy/literacy skills	✓	
Assisting the facilities coordinator in the evaluation of new products and equipment.	Understanding Health and Safety Policies and Procedures	✓	
Ability to visit multiple units throughout the shift and a flexible approach to hours of work which may include weekend or unsocial working. Provide emergency out of hours support on a rota basis.	IT skills e.g. (Office 365) (Oracle) (Word) (Excel)		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.	Initiative taking skills	✓	
	Problem solving skills	✓	
	Customer Care	✓	
	Produce an objective report on findings		✓
	Driving License	✓	
	Ability to travel at short notice to other Fife Council establishments	✓	

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:				
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<b>Job Title (Specialists Tasks)</b>				

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
<b>Additional Information</b> – the following information is available:		<b>Expected Behaviours</b>	
		Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.  Please refer to How We Work Matters Guidance to learn more.	
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>			

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