



## Job Description

<b>Directorate</b>	Place
<b>Service</b>	Facilities Cleaning

<b>Post details</b>	
<b>Job title</b>	Facilities Cleaning Manager
<b>Grade</b>	GR 10 + Essential User Car Allowance
<b>Location of work</b>	Warrington
<b>Directly responsible to</b>	Fleet and Facilities Manager
<b>Directly responsible for</b>	Facilities Cleaning Team and Operatives
<b>Hours of duty</b>	37 hours per week
<b>Primary purpose and scope of the job</b> To lead in the delivery of the day to day management of the Facilities Cleaning Service and to work with the Fleet & Facilities Services Manager in securing and retaining Facilities Cleaning contracts and service level agreements. To work flexibly to ensure delivery of a range of Facilities Cleaning functions at but not limited to schools, civic buildings and other external locations.  Ensure that the Facilities Cleaning Service delivers an agreed level of service relative to the Service Level Agreements and external contracts within the department's responsibility. Forward planning and direction of operational teams within the remit of the service and to assist the department in meeting its service and business objectives.  To be responsible for service delivery within operational / contracted areas of the borough and to manage and oversee all operational work tasks within the allocated area.  To meet and liaise with the client base, heads of schools, business managers, building/premise managers, supplier network and community groups through a range of meetings and communication as required relative to the service.	
<b>Working Relationships</b> Internal: All Warrington Borough Council employees, Trade Union representatives, heads of schools	

External: Client customer contacts, heads of schools and business managers, 3<sup>rd</sup> party building managers, supplier network, parish members, community groups and general public as required.

### **Key Tasks and Responsibilities**

#### Facilities Cleaning / Service Delivery

1. Responsibility for the day to day management of Facilities Cleaning Services including inspections, review of service delivery, ensuring its continual commercial, financial viability and quality of service provision
2. To review and improve the performance of the service, driving out inefficiencies through improved working methods, equipment and the use of technology.
3. Develop new business opportunities with growth of the business in mind.
4. In conjunction with the Fleet & Facilities Services Manager prepare tender submissions, presentations and service level agreements for the development of new contracts and retention of existing business.
5. To assist and support the Fleet & Facilities Services Manager in the creation and updating of strategic service development and forward plans for the Facilities Cleaning Services area within the section.
6. To be responsible for keeping up to date with industry benchmarking standards in order to develop business strategies to achieve and maintain accordingly.
7. To build and maintain positive, constructive and collaborative working relationships with all clients and stakeholders and in addition seek and develop relationships with prospective clients.
8. Support the Fleet & Facilities Services Manager in advising the Council on the effects of relevant new or draft legislation, codes of practice or other initiatives, publications or developments, ensuring that the Council and other interested parties are properly briefed and advised.
9. To be responsible to the Fleet & Facilities Services Manager for monitoring performance including data collection for industry measures relevant to the service.
10. To ensure all aspects of service delivery meet or exceed business and client expectations implementing any corrective measures where delivery falls short of standard.
11. To carry out all duties with due regard to confidentiality and data protection regulations.

#### Finance

12. To undertake budget management and monitoring for the service area including income generation, invoicing and payments.
13. To undertake financial review to enable forecasting of recharges and financial viability of overall business.
14. To process financial transactions through the relevant corporate systems.
15. To work with the client to ensure financial viability of the individual contract and client value for money.

#### Supervision

16. To be responsible for and effectively manage the wider Facilities team.
17. To be responsible for the appropriate allocation of staff and resources across the Borough to ensure agreed service standards are met.
18. To ensure that all staff adhere to Health and Safety legislation and to promote safe working practices. To conduct and participate investigations into accidents that occur during the course of any operations being carried out.

19. To co-ordinate the implementation of operational and development training for Facilities Cleaning Staff, to ensure that safe and effective working practices comply with current Health and Safety legislation and prevailing contract specifications.
20. To manage absenteeism in accordance with Council policy.
21. To address issues of poor or unacceptable performance standards in accordance with the Council's policy on Capability and Disciplinary procedures.
22. To ensure that recruitment, selection, induction is undertaken accordance with Council policy.
23. To undertake regular reviews with Facilities Cleaning staff including consideration of personal and professional development.
24. To actively participate and promote Equality & Diversity within the service and in the wider community.
25. To provide cover for the Fleet & Facilities Services Manager as required.
26. To undertake such additional duties as are reasonably commensurate with the level of this post.

### **Review Arrangements**

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

<b>Prepared / Revised By</b>	David R Smith
<b>Role</b>	Fleet and Facilities Manager
<b>Date</b>	February 2026 (Reviewed from 2022 version)