



## Job Description

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

<b>Post details</b>	
<b>Job title</b>	Facilities Cleaning Assistant Manager
<b>Grade</b>	GR 8 + Essential User Car Allowance
<b>Location of work</b>	Warrington
<b>Directly responsible to</b>	Facilities Cleaning 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>	
<p>To assist in the delivery of the day to day management of the Facilities Cleaning Service and to work with the Facilities Cleaning 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.</p> <p>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.</p> <p>To support service delivery within operational / contracted areas of the borough and to assist manage and oversee all operational work tasks within the allocated area.</p> <p>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.</p>	

### **Working Relationships**

Internal: Staff throughout the authority from front line to officer level.

External: Liaison with external clients, supplier network, general public, community groups.

### **Key Tasks and Responsibilities**

#### Facilities Cleaning / Service Delivery

1. Assist in 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 take an active role in improving the performance of the service, by assisting in driving out inefficiencies through improved working methods, equipment and the use of technology.
3. To help and assist in the development new business opportunities with growth of the business in mind.
4. In conjunction with the Facilities Cleaning Manager assist in the preparation of tender submissions, presentations and service level agreements for the development of new contracts and retention of existing business.
5. To assist and support the Facilities Cleaning Manager in updating service development and forward plans for the Cleaning Service.
6. To keep up to date with industry benchmarking standards in order to inform and develop business plans that achieve new standards, new business and maintain those already in place.
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 Facilities Cleaning 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 assist the Facilities Cleaning Manager in monitoring performance including data collection for comparison with industry measures relevant to the service.
10. To assist in ensuring all aspects of service delivery meet or exceed business and client expectations. Actively implementing any corrective measures agreed with the Facilities Cleaning Manager where delivery falls short of standard.
11. To carry out all duties with due regard to confidentiality and data protection regulations.

#### Finance

12. To assist in data collation for the purposes of budget management, including spend, income generation, invoicing and payments.
13. To assist the Facilities Cleaning Manager undertake financial review through data gathering and analysis to enable forecasting of recharges for financial viability of overall business.
14. To assist in the process financial transactions through the relevant corporate systems.
15. To support the Facilities Cleaning Manager in working with the client to ensure financial viability of the individual contract and client value for money.

#### Supervision

16. To effectively manage Area and Site Supervisors on a day to day basis.
17. To ensure the appropriate allocation of available resources across the Borough to enable agreed service standards to be 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 in 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 Facilities Cleaning 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>	14 February 2026 (Reviewed from 2025 version)