



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Facilities Cleaning Assistant Manager
Grade	Grade 8 JE Reference: A11486
Directorate	Place
Service	Fleet and Facilities Services

Criteria

Experience		
1. A proven track record in the successful coordination of facilities cleaning services with a strong customer focus	A/I	D
2. Ability to deliver change initiatives and exploiting new opportunities	A/I	E
3. Understanding of current industry best practice in the delivery of facilities cleaning services	A/I	D
4. Experience of working with internal and external building managers and school representatives	A/I	D
5. Experience of working within a successful performance culture incorporating service planning, target setting, works co-ordination (including frontline resources) performance appraisal and management/motivation of a diverse workforce	A/I	D
6. Experience in monitoring and reviewing of performance of staff	A/I	D
7. Experienced in financial and budgetary control	A/I	D

Skills and Abilities		
1. Assist in the review and development of service delivery to meet business and client needs	A/I	E
2. Ability to effectively deploy resources, review operational practices/procedures and identify/develop alternative methods aimed at improving the service	A/I	E
3. Ability to deliver training, business presentations and briefing sessions	A/I	E
4. Ability to develop positive relationships with client base, supplier network, employees and all other stakeholders	A/I	E
5. Ability to implement service initiatives	A/I	E
6. Assist in the review and development of relevant policy, procedures and practices for business, health, safety and welfare	A/I	E
7. Ability to resolve competing work priorities in a demanding and reactionary environment, and within tight timescales while delivering required outcomes	A/I	E
8. Developed communication skills oral, written and presentation	A/I	E
9. Ability to manage, motivate and develop staff within the service	A/I	E
10. Ability to develop positive relationships with the team, client representatives, heads of schools and business managers, wider council representative and supplier network	A/I	E
11. Assist in the implementation of service initiatives, including supporting Facilities Cleaning services in SLA's and tender processes	A/I	E
12. Computer literate with proven ability to utilise office based software packages (ie Microsoft Office, SAP)	A/I/T	E

Education, Qualifications and Knowledge		
1. In depth knowledge of industry best practice, underlying concepts and principles, policies and legislation in relation to Facilities Cleaning Services or equivalent	A/I	D
2. Knowledge of procedures relating to Recruitment & Selection, Training, Grievance & Discipline	A/I	D
3. Business/Management qualification	A/C/I	D
4. Industry related qualification or commitment to completion of industry qualification	A/C/I	E

Other Requirements		
1. Must provide satisfactory Enhanced DBS	A/C/I	E
2. Must possess a current full driving licence	A/C/I	E

3. Must be able to work flexibly including working days, patterns and demonstrate commitment to shared team and service objectives to meet business needs	A/C/I	E
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Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements		
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.		

Prepared / Revised By	David R Smith
Role	Fleet and Facilities Manager
Date	14 February 2026 (Reviewed from 2025 version)