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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Cleaning Supervisor

**SALARY**: Starting at £26,224 - £28,725 Per Annum

**LOCATION:** Inverness Castle Experience

**HOME WORKING:** This post is not suitable for home working

**RESPONSIBLE TO:** Estates Officer

**JOB PURPOSE:** Ensure the cleanliness and hygiene of all areas at Inverness Castle Experience, supervising the cleaning team to deliver excellent standards to all our visitors.

**KEY DUTIES AND RESPONSIBILITIES**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. The ordering and effective stock control of materials using the necessary documentation.
3. Report any faulty equipment, machinery or potential hazards to management immediately and take corrective action to make the area safe.
4. Supervise and train staff, carrying out full induction training, apportioning of workloads, contributing to staff performance reviews and arranging appropriate cover in the event of sickness or absence.
5. There may be a responsibility for key holding for entering and leaving work areas and ensuring premises are left safe and secure. There will not be any responsibility for call outs.
6. Cleaning in all relevant areas including the operation of powered equipment, lifting & handing and climbing of stairs.
7. Ensure the safe and correct use of materials, chemicals and equipment.
8. Deliver the highest possible standard of customer service
9. Ensure the team adheres to the operational procedures, High Life Highland policies and procedures, guidance and training given.
10. Ensure that the level of cleanliness and hygiene across the facility meets the high standards expected by High Life Highland.
11. Attend training any training, online or in person, and attend meetings as requested by management.
12. Ensure that all equipment is maintained in good working order and operated safely at all times and any damaged equipment, area or building fabric is reported immediately.
13. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle Experience and High Life Highland as a whole.
14. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
15. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Inverness Castle Experience team.
16. Work on a rota basis, which will include some evenings, weekends and bank holidays, ensure you are up to date with your rostered shifts and give advance notice of any leave requests for consideration.
17. Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

May 2025

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE** Cleaning Supervisor

**LOCATION** Inverness Castle Experience

**ESSENTIAL ATTRIBUTES**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

**EXPERIENCE**

* Experience of cleaning in a visitor attraction or customer facing setting
* Supervisory experience (Desirable)

**EDUCATION AND QUALIFICATIONS**

* No formal qualifications are required for this post
* Some literacy and numeracy skills

**SKILLS/ATTRIBUTES GENERAL**

* Ability to follow and give instruction
* Can work effectively as part of a team or on own initiative
* Must be able to work under pressure
* Ability to complete documentation as needed

**SKILLS/ABILITIES SPECIFIC TO THE POST**

* Able to operate cleaning equipment efficiently after training
* Able to train team members
* Knowledge of cleaning methods
* Awareness of Health & Safety & COSHH guidance
* Attention to detail
* High standards of performance
* Ability to motivate and supervise team members

**INTERPERSONAL AND SOCIAL SKILLS**

* Good communication skills
* Good customer care when in contact with visitors
* Positive attitude

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*