

JOB DESCRIPTION

Job Title	Caretaking Supervisor
Grade	GRADE 4
Reports to	Caretaking Manager
Budget	Revenue: £0; Capital: £0
Line Management	Direct: 3 FTE ; Indirect: 0 FTE

Job Context

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with the Falmouth and Exeter Students Union. We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and the University of Exeter (UoE) on a 50:50 basis.

The Campus Services Directorate is responsible for services which have a direct link to income and the overall campus experience for the partnership.

The Facilities Management Service ensures that the campus and premises are functional, clean and well-presented. This includes the delivery of cleaning, caretaking, groundskeeping, and waste services, whilst overseeing related compliance and sustainability requirements. The service works collaboratively to provide responsive, customer-focused support that enhances the experience of staff, students, and visitors whilst on campus.

Job Purpose

The Caretaking Supervisor is accountable for the day-to-day delivery of caretaking services across both campuses, ensuring all work is planned assigned and completed in line with the agreed service level agreements.

The role provides frontline supervision to the wider caretaking team, supports resource and rota coordination, record keeping, reporting issues to the caretaking manager in a timely fashion, promotes safe working practices and staff development. They are responsible for managing and prioritising all caretaking requests received thorough Planon, ensuring tasks are completed efficiently and within the agreed timescales.

CARETAKING SUPERVISOR

The Supervisor ensures the external building cleaning schedule is maintained, completed and kept up to date. They lead by example in Health & Safety compliance, ensuring all activities follow legislation, policies and best practice. The role uses University-approved communication platforms, including Teams, Outlook and SharePoint, and ensures daily vehicle checks are completed by Caretakers and weekly inspections are carried out and recorded by Supervisors. The role supports continuous service improvement and operational excellence.

The role holds delegated first-line people management responsibility, including recruitment activities, leave authorisation, informal performance improvement, return-to-work and attendance meetings and recommendations on formal or disciplinary action.

General Duties and Responsibilities

1. Deliver High-Quality Service: Perform assigned tasks with professionalism, accuracy, and efficiency, ensuring that customer needs are met effectively.
2. Support Team Operations: Work collaboratively with colleagues, contributing to the smooth operation of the team and the achievement of service goals.
3. Follow Compliance Guidelines: Adhere to all organisational policies and procedures, including those related to Health & Safety, Equality, and Environmental standards.
4. Maintain a Positive Work Ethic: Display a positive and cooperative attitude, contributing to a respectful and supportive work environment.
5. Engage in Training: Participate in required training sessions to develop skills and knowledge relevant to your role.
6. Provide Feedback: Offer constructive feedback and suggestions for improving service delivery and team processes.
7. Promote Inclusivity: Support the organisation's commitment to Equality, Diversity, and Inclusion by treating all individuals with respect and fairness.
8. Support Sustainability Efforts: Actively contribute to the organisation's sustainability initiatives by following environmentally responsible practices in daily work.
9. Manage Time Effectively: Prioritise tasks and manage time efficiently to ensure that all responsibilities are fulfilled in a timely manner.
10. Be Open to Change: Show willingness to adapt to new processes, procedures, and organisational changes.

CARETAKING SUPERVISOR

Specific Duties and Responsibilities

1. Plan, coordinate, and accountable for the day-to-day delivery of caretaking services across both campuses.
2. Decide how staff, equipment, and available resources are deployed across allocated buildings to meet operational requirements.
3. Organise and maintain staff rotas and work schedules, redesigning work allocations in response to absence, planned activity, and changing operational demand.
4. Set operational priorities when resources are constrained, deciding which tasks and standards take priority while protecting critical safety and service requirements.
5. Supervise and monitor operations, holding staff to agreed standards and addressing shortfalls within delegated authority.
6. Review completed work through inspections and audits, directing and verifying corrective action to ensure area standards are restored and maintained.
7. Independently resolve routine service failures and customer issues by reallocating resources, adjusting work, or arranging corrective cleaning, escalating complex matters where required.
8. Exercise delegated first-line people management responsibility for allocated staff, including managing delegated recruitment activity, authorising annual leave within agreed staffing parameters, conducting return-to-work and attendance meetings, managing informal performance improvement, and recommending formal or disciplinary action to the Caretaking Manager where required.
9. Plan and coordinate induction, local training, toolbox talks, and competency checks to support safe and effective caretaking service.
10. Control and maintain equipment, materials, and stock to ensure availability, safe use, and accurate record keeping.
11. Communicate and implement operational priorities, work instructions, and service updates to cleaning staff and relevant stakeholders.
12. Identify and escalate operational risks and maintenance defects, and recommend improvements based on service failures, quality reviews, and recurring operational issues.

CARETAKING SUPERVISOR

PERSON SPECIFICATION

Education and Qualifications

Requirement	Attribute
Essential	Relevant cleaning qualification or equivalent practical experience in caretaking, facilities, or a comparable operational service environment
Essential	Full UK Driving Licence
Desirable	IOSH Managing Safely, or equivalent training
Desirable	IWFM level 2 or 3

Experience and Knowledge

Requirement	Attribute
Essential	Experience of supervising an operational team, deploying resources across multiple work areas, reprioritising work, and independently resolving routine service failures.
Essential	Experience of delegated first-line people management and practical knowledge of caretaking, equipment, materials, safe working practices, and service quality assessment.
Desirable	Experience of managing recruitment activity, recommending formal action, delivering practical training, or using IT systems to record service and people management information.
Desirable	Experience working within a Facilities/Estates environment within a large organisation, ideally in Education.

Professional Skills and Personal Requirements

Requirement	Attribute
Essential	Ability to decide how staff and resources are deployed across multiple buildings, reprioritise standards when resources are constrained, and redesign work allocations.
Essential	Ability to take accountability for area standards and local objectives, identify shortfalls, and ensure corrective action is completed.
Essential	Ability to independently resolve routine service failures using sound judgement and escalate complex matters appropriately.
Essential	Ability to conduct first-line people management conversations and make evidence-based recommendations within delegated authority.
Essential	Ability to communicate clear instructions and decisions and maintain accurate operational and people management records.
Desirable	Positive approach to personal development and training

Personal Behaviours ("Soft Skills")

Requirement	Attribute
Essential	Applies a practical, calm, and solution-focused approach to operational issues.
Essential	Demonstrates accountability and ownership for service quality and consistency.
Essential	Responds positively to changing priorities and supports agreed changes to working practices.
Essential	Maintains professional integrity, accuracy, and attention to detail in all aspects of work