

# JOB DESCRIPTION



<b>Job Title:</b> Cleaning and Portering Supervision Assistant (On-Site)
<b>Department:</b> Estates
<b>Faculty/Central Service:</b> Central Service
<b>Location:</b> London
<b>Reports to:</b> Domestic Services Manager
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Hours :</b> 40 Hours per week
<b>Grade:</b> Grade 3
<b>Overall Purpose of the job:</b> The Cleaning and Portering Supervision Assistant is responsible for providing support to the On Site Manager and Domestic Facilities Manager ensuring that cleaning specifications and quality standards are met at all times.  The role involves conducting inspections, monitoring the use of chemicals and equipment, overseeing health and safety practices, and maintaining effective communication with staff, students and management. Additionally, they will conduct audits and support in the provision of training and performance of staff, while ensuring adherence to environmental and corporate policies.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

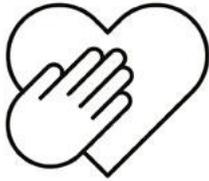
Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

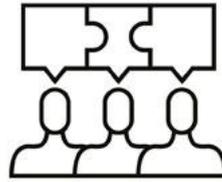
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

### Main Duties and Responsibilities

#### 1. Supervision & Quality Assurance:

- Provide support for the supervision for all cleaning operatives.
- Ensure cleaning specifications and quality standards are consistently met.
- Conduct daily site inspections to monitor work quality and adherence to company standards and report into the On Site Manager and Domestic Facilities Manager.
- Oversee periodic cleaning schedules.
- Assist operatives with cleaning tasks when necessary.
- Deputise for On Site Manager during periods of leave.

#### 2. Staff Support & Training:

- Support with ongoing training for on-site cleaning staff.
- Assist with initial training of new staff and retraining of existing staff when necessary.
- Identify areas requiring remedial training during site inspections.
- Support recruitment processes by liaising with the On Site Manager regarding staffing needs.
- Monitor and inspect work carried out and escalate matters when necessary.

#### 3. Health, Safety & Environmental Compliance:

- Safeguard the safe use of cleaning chemicals and equipment.
- Ensure all equipment is maintained in a clean, safe, and operable condition.
- Conduct regular health and safety reviews of on-site cleaning methods.
- Ensure adherence to compliance with environmental regulations and company policies.
- Communicate environmental concerns and suggestions for improvement to management.

#### 4. Liaison:

- Act as an on-site contact

- Attend meetings as required to discuss cleaning operations and service improvements.
- Provide feedback on site performance and escalate any significant issues to the Domestic Facilities Manager.
- Maintain a flexible approach to client requirements and site-specific needs.

**5. Administration:**

- Monitor and ensure efficient use of cleaning materials and equipment.
- Support with the recording of staff working hours for payroll purposes.
- Support with the completion of monthly timesheets and stock checks.
- Ensure proper documentation of site information, operational structures, and equipment maintenance.
- Maintain signing-in records for all on-site staff.

**6. Operational Support & Problem-Solving:**

- React promptly to situations highlighted by the employees.
- Ensure adequate resources are available for staff to carry out their duties effectively.
- Remove faulty equipment from use and report to management for repair or replacement.
- Maintain site security and ensure compliance with all safety protocols.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

**PERSON SPECIFICATION**

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Competency</b>	<b>Evidence</b>	<b>E / D</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in cleaning supervision or a similar role.</li> </ul>	E
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of cleaning chemicals, equipment, and best practices.</li> </ul>	
<b>General</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• Attention to detail and ability to work within time schedules and budgets.</li> <li>• Commitment to health, safety, and environmental compliance.</li> <li>• Willingness to work towards certification under the British Institute of Cleaning Science.</li> <li>• Presentable appearance and professional conduct.</li> <li>• Ability to work independently and as part of a team.</li> </ul>	D D E E D D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Mar 2026

## **Salary and Conditions of Appointment**

The post is permanent and full-time 40 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 3 scale with the starting salary of £16.56 per hour (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum job classification, skill level, salary or qualification requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.