

# JOB DESCRIPTION



<b>Job Title:</b> On-Site Cleaning Manager
<b>Department:</b> Estates
<b>Faculty/Central Service:</b> Central Services
<b>Location:</b> London
<b>Reports to:</b> Domestic Facilities 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 purpose of this role is to supervise the cleaning operatives, ensuring a high standard of cleanliness and hygiene around the School buildings.  The role holder will be responsible for managing cleaning operations across our two main sites at Keppel Street and Tavistock Place. This role requires a proactive leader with proven knowledge and experience within the professional cleaning industry, ensuring that high standards of cleanliness, hygiene, and compliance are maintained across academic, office, and shared spaces.

## 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

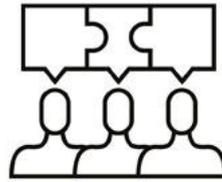
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## **FACULTY/DEPARTMENT INFORMATION**

The Estates Department is multi-disciplinary providing comprehensive Estate planning and management services and a range of facilities and support services, to ensure that the land and property assets are capable of supporting the academic and other business of the School, safely and effectively.

The School occupies two sites (Keppel Street and Tavistock Place) within a one mile radius in Bloomsbury.

## **Main Duties and Responsibilities**

### **Site**

- Ensure correct scheduling of cleaning and portering staff
- Monitor the quality of work via the Service Level Indicator procedure and rectify any work that does not reach the required standard.
- To liaise with the client and deal with any complaints or requests efficiently and in a professional manner.
- Ensure methods and frequency of required schedule of work are adhered to.
- Ensure all site rules and regulations are adhered to, especially with regard to health and safety.

### **Materials and Equipment**

- Ensure the effective use of equipment and materials. Monitor the use of cleaning materials and order stocks as necessary.
- Ensure that machinery, equipment, and cleaning cupboards are kept in a clean and workable condition.
- Regularly inspect machinery to ensure there are no faults and that they comply with the company's health and safety standards.
- Report all machinery faults to the line manager immediately

### **Staff**

- To recruit cleaning staff and ensure new staff receive an induction.
- Provide on-site training to staff as and when required.
- Ensure all staff understand and work to the cleaning specification and to the required quality standard.
- Monitor staff performance on a regular basis and complete an annual appraisal.
- Ensure all staff follow health and safety, site, security, and signing in and out procedures.
- Consult with the line manager on disciplinary procedures, which may lead to an employee's dismissal.
- Monitor and record staff absences.

### **Company Procedures**

- Ensure that all documentation required for payroll input is completed accurately and to the required timescales.
- Complete Health and Safety Audits as instructed by your line manager and encourage safe working practices at all times.
- Complete site inspections in line with the Service Level Indicator procedure.
- You must ensure that all procedures relating to health and safety, payroll, training, and quality are adhered to at all times.
- Distribute uniforms, and monitor standards of cleanliness and repair.
- Ensure the Site Manual is up to date.

**Personal**

- To manage the site efficiently and in a professional manner, ensuring a professional image is maintained.
- Participate in company training as and when required.
- Continuously improve knowledge of the cleaning industry.
- Communicate with staff and line manager on a regular basis. Perform any other duties that may reasonably be requested.

**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.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	• Educated to GCSE level or equivalent in Maths and English/Relevant work experience	E
	• Full UK Driving License	E
	• First Aid at work	D
	• IOSH Working Safety Qualification or similar Health & Safety qualification	E
	• Fire Safety warden training	D
	• Manual handling training certificate	E
<b>Experience</b>	• Experience of working in higher education, or similar organisation	E
	• Experience in supervising / managing cleaning operatives, ensuring manning levels as per the budget requirements	E
	• Experience in dealing with complaints, and requests in a professional manner	E
	• Experience in completing health and safety audits	E
	• Experience in completing documentation required for payroll input accurately and to the required deadlines	E
<b>General</b>	• Must be able to manage site efficiently and in a professional manner.	E
	• Must possess good communication skills in speaking, writing, and listening.	E
	• Must have good interpersonal attributes and be easily approachable	E
	• Must be able to organize and coordinate both staff and their activities	E
	• Must have the ability and willingness to work as part of a team, and most importantly lead a team.	E
	• Proven ability to work collegiately and respectfully with colleagues, students and partners of all cultures and backgrounds, and to drive an equality, diversity and inclusion agenda.	E

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: 15 March 2026

## **Salary and Conditions of Appointment**

The post is permanent and full-time 40 hours per week, 1.0 FTE. The salary will be on the LSHTM salary scale, Grade 3 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.

## **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.