

FM Supervisor

Department:	Estates and Facilities
Grade/ Salary:	Grade 4, £31,720 - £34,925 (pro-rata) per annum, inclusive of London Weighting
Contract Type:	Permanent
Hours:	Various: • 25 hours per week (Part time) 05:00-10:00 • 20 hours per week (Part time) 09:30-13:30 Monday to Friday, with occasional weekend or shift changes to meet business needs, with reasonable notice provided.
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for



disabled applicants.

Please contact hr-recruitment@gold.ac.uk to make your request.

Department of Estates and Facilities Management

Estates and Facilities is a technical and specialist directorate within the University with an overall staff of approximately 250. It maintains and supports the University and its changing needs in respect of the following disciplines:

- Estates strategy & strategic development.
- Capital projects, minor works and refurbishments.
- Maintenance (building and grounds), surveys, statutory compliance.
- Infrastructure.
- Space utilisation & timetabling.
- Energy and carbon management.
- Environmental management.
- Facilities services including cleaning, portering, security, reception, post and stores.
- Health and Safety.
- Catering.
- Conference services.

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres with a wide range of historic, domestic, post-war and modern buildings, halls of residence and specialist spaces. The variety of buildings presents a diverse set of operational and technical challenges. Estates & Facilities aims to continually improve service delivery and estate quality to meet the rising expectations of staff and students.

Job description

Reporting to: FM Operations Manager

Reports: FM Cleaning Operatives, FM Janitors, FM Porters.

Summary:

The FM Supervisor plays a key leadership role within the Facilities Management Services, ensuring the delivery of an excellent, efficient, safe, and customer-focused cleaning, janitorial, and portering service across the University.

The post holder is responsible for supervising and coordinating the day-to-day work of frontline FM Cleaning Operatives, ensuring service standards, compliance, training, and performance expectations are consistently met. This includes ensuring that all cleaning, janitorial, waste management, and portering duties are completed to required standards, resolving operational issues, responding to emergencies, and supporting continuous improvement.

The post holder is expected to demonstrate strong leadership, technical knowledge, high professional standards, and the ability to work flexibly across a multi-functional team supporting a large and complex estate.

Main duties:

Service Delivery & Operational Coordination

- Responsible for the daily coordination, supervision, and monitoring of all FM cleaning, janitorial, and portering services within assigned areas of the campus.
- Ensure all duties assigned to the FM Cleaning Team, FM Janitors, and FM Porters are completed efficiently, safely, and to agreed service levels.
- Allocate tasks based on planned staffing rotas and coordinate daily workflows and resources in response to operational needs.
- Respond promptly to emergency requests, operational issues, or urgent cleaning/portering situations.
- Participate in and oversee periodic and deep cleaning, summer conference cleaning, room set ups, furniture movement, office moves, events support, seasonal work (e.g., snow and ice clearance), etc.
- Deputise for other FM Supervisors and support the FM Operations Manager as required.
- Monitor, review, and engage with external suppliers and contractors, escalating any concerns or non-compliance issues to the FM Operations Manager.
- Support the FM Operations Manager ensuring contractors follow University policies, health and safety requirements, site rules, and Estates and Facilities standards.
- Support with rota coordination, shift adjustments, and daily staffing planning.
- Respond to operational incidents or emergencies and escalate them to the FM Operations Manager as and when appropriate.

- Coordinate cleaning and portering support for university events and peak period activities.

Training, BICSc Development & Staff Competency

Undertake training to become a BICSc Accredited Trainer and subsequently work towards achieving BICSc Assessor status.

- Deliver in house BICSc skills training and maintain accurate training records.
- Ensure all mandatory, statutory, and refresher training is completed by all staff.
- Provide on the job coaching, demonstrations, and support on cleaning techniques, equipment uses, colour coding, PPE, COSHH, manual handling, and other safety practices.
- Support the introduction of new technologies, equipment, digital tools, and cleaning methodologies.

Staff Supervision, Leadership & People Management

- Supervise and coordinate all FM Cleaning Operatives, Janitors and Porters-.
- Support the FM Operations Manager with the organisation and coordination of one-to-one meetings, performance reviews, and daily briefings.
- Monitor attendance, maintain absence records.
- Address conduct or performance concerns, escalating to the FM Operations Manager when necessary.
- Support new staff onboarding and probation processes.
- Foster a positive, inclusive, and supportive team environment.
- Support annual leave planning to ensure service coverage.
- Respond to operational complaints or service failures professionally and promptly, escalating to the FM Operations Manager when necessary
- Create weekly sign in sheets

Health & Safety, Compliance & Quality Assurance

- Follow and support compliance with COSHH, risk assessments, safe systems of work, PPE requirements, and all University Health & Safety policies.

- Carry out regular inspections, and quality checks using departmental software.
- Ensure all cleaning cupboards, storage areas, and resource rooms are kept secure, tidy, and compliant.
- Report maintenance faults, safety hazards, defects, or operational risks using the University Helpdesk system.
- Act as a trained First Aider and Fire Marshal, responding to emergencies when required.
- Ensure adherence to the departmental colour coding system for cleaning.
- Maintain accurate records, including KPIs, audit results, absence logs, training matrices, and incident reports.
- Support the FM Operations Manager in ensuring contractors complete site inductions and comply with RAMS, PPE rules, and Estates protocols.

Technology, Systems & Digital Tools

- Confidently use IT systems such as:
 - Microsoft Outlook
 - Excel)
 - CAFM systems such as MiCAD for task allocation, audits, job monitoring, and reporting
 - Helpdesk and audit software
 - AI integrated systems
 - Cobots and cleaning robots
- Monitor job progress, assign tasks, close job tickets, and ensure data accuracy.
- Support implementation of digitalisation initiatives.
- Maintain equipment asset registers and ensure planned maintenance schedules are followed.

Covering Operational Areas & Hands on Duties

- Provide hands on operational cover during staff shortages, busy periods, or emergencies, including:
 - cleaning tasks
 - janitorial response
 - waste management

- portering activities (e.g., room setups, furniture moves, logistics support, etc.)
- Support the FM Operations Manager to ensure continuity of service at times of high absence, seasonal peaks (e.g., exams, summer conferences, Welcome Week), or unforeseen incidents.

Stock Management, Stores, Ordering & Budget Awareness

- Responsible for:
 - ordering cleaning and janitorial supplies
 - maintaining stock levels
 - distribution of materials across teams
 - stock rotation
 - stock control
- Support the FM Operations Manager in reviewing consumable usage, identify cost efficiencies and monitor expenditure.
- Ensure equipment is properly maintained, defects are reported, and machines are kept in safe working order.

Customer Service, Communication & Stakeholder Engagement

- Provide exceptional customer service to staff, students, and visitors.
- Build effective working relationships across the Estates & Facilities Directorate
- Communicate service updates, issues, and feedback clearly and professionally.
- Represent the department positively in all interactions.
- Communicate with suppliers and contractors in a professional and timely manner.

Equality, Diversity & Inclusion

- Ensure personal behaviour and team practices align with the University's Equality, Diversity & Inclusion policies.
- Foster a respectful, inclusive, and supportive work environment.

Other Duties

- Support service improvements, innovation, and changes in working practices.
- Undertake any other reasonable duties as requested by the FM Operations Manager or senior management.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

C = Certificate

I = Interview

R = Reference

T = Test

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to GCSE level or equivalent	A, C, I

First Aid certified or prepared to achieve certification within three months of appointment.	A, C
Fire Marshal training certified or prepared to achieve certification within three months of appointment.	A, C
BICSc Accredited Trainer certified, or prepared to achieve certification within three months of appointment.	A, C, I
Desirable Criteria 1 - Qualifications	
BICSc Licensed Assessor	A, C, I
Essential Criteria 2 - Experience	
Demonstrable experience in the cleaning or facilities sector	A, I
Demonstrable experience supervising or leading teams	A, I
Desirable Criteria 2 - Experience	
Experience managing or coordinating contractors and suppliers	A, I
Experience of working within a college or university	A, I
Experience using CAFM systems (e.g. MiCAD, Planon)	A, I, T
Essential Criteria 3 – Knowledge	
Excellent spoken and written communication skills	A, I, T
Strong knowledge of H&S, COSHH, and safe working practices	A, I
Knowledge of cleaning and portering best practice	A, I
Desirable Criteria 3 - Knowledge	
Knowledge of BICSc standards	A, I
Essential Criteria 4 - Skills	
Strong IT skills (Outlook, Excel, CAFM, audit tools) e.g. follow up on formal matters	A, I, T
Customer focussed	A, I, T
Ability to lead, organise, motivate, and supervise teams	A, I
Strong problem-solving and prioritisation skills with the ability to multi-task,	A, I, T
Strong organisational skills and always being proactive	A, I, T
Strong attention to detail	I, T
Ability to carry out cleaning duties effectively and to the required standard.	A, I, T
Ability to operate, move and carry equipment, furniture and waste safely	A, I, T
Desirable Criteria 4 - Skills	

Ability to work independently, flexibly and professionally at all times	A, I
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Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.