



JOB DESCRIPTION

Job Title:	Executive (Cleaning Services)
School/Department:	Estate Department
Job Family and Level:	Level 3
Contract Status:	Permanent
Reporting To:	Facilities Manager
Job Overview:	The Cleaning Executive is responsible for planning, supervising, and ensuring the effective delivery of cleaning and hygiene services across the university campus. This role ensures all facilities including academic buildings, accommodations, cafeteria, sports complex and public areas are maintained at high cleanliness standards, providing a safe, healthy, and conducive environment for students, staff, and visitors.

Generic Roles:

No.	Description
1.	<p>Cleanliness & Housekeeping Management:</p> <ul style="list-style-type: none"> • Ensure high standards of cleanliness and hygiene are consistently maintained across all academic and office building blocks. • Supervise and monitor in-house cleaner/ housekeeper and cleaning contractors/ vendors to ensure compliance with Estate Office standards and instructions. • Conduct routine inspections of buildings, corridors, restrooms, common areas, and offices. • Prepare and verify overtime requests for cleaners when additional manpower is required. • Monitor daily attendance of cleaners and report absenteeism or performance issues. • Ensure cleaning schedules are followed, and service quality meets institutional expectations.
2.	<p>Event Setup & Logistics Support:</p> <ul style="list-style-type: none"> • Plan and coordinate logistical arrangements for university events. • Supervise setup of tables, chairs, stage equipment, decorations, and signage. • Support major university events including Graduation Day, University Open Day, Great Hall Setup, and Academic forums. • Ensure Great Hall is arranged safely with sufficient seating and proper layout. • Coordinate with vendors, security, and event organisers for smooth event execution. • Ensure venues are restored to their original condition after events.

3.	<p>Vendor & Contractor Monitoring:</p> <ul style="list-style-type: none"> • Coordinate and monitor vendor activities including pest control, water dispenser servicing, cleaning services, and renovation works. • Ensure contractors follow safety regulations and approved work schedules. • Conduct site supervision and verify completion of service tasks. • Report on vendor performance issues or service non-compliance.
4.	<p>Coordination & Communication:</p> <ul style="list-style-type: none"> • Serve as liaison between the Estate Office, contractors, vendors, academic & professional services staff, and students. • Attend meetings, inspections, and operational briefings when required. • Prepare operational documentation and maintain proper records. • Support coordination during campus operations and building management activities.
5.	<p>Reporting & Administrative Responsibilities:</p> <ul style="list-style-type: none"> • Prepare weekly and monthly operational reports related to cleaning services. • Maintain records of contractor performance, maintenance requests, and operational activities. • Support safety inspections, emergency preparedness, and compliance reporting.

Specific Roles:

No.	Main Responsibilities
1.	<p>Waste Management & Sustainability:</p> <ul style="list-style-type: none"> • Coordinate waste segregation practices including general waste, food waste, and recyclable materials. • Ensure recyclable materials such as paper, plastic, and scrap metal are properly collected. • Support campus sustainability initiatives and recycling programs. • Coordinate with schools or designated recycling partners for material collection.
2.	<p>Maintenance & Defect Reporting</p> <ul style="list-style-type: none"> • Monitor cleaning/ building services issues reported through the MaintainX system. • Track work orders and follow up with cleaning and Estate teams to ensure timely resolution. • Conduct site inspections to verify building defects or damages. • Assist in troubleshooting minor issues before escalating. • Maintain records of maintenance activities and building condition reports.
3.	<p>Furniture & Space Management</p> <ul style="list-style-type: none"> • Plan furniture layout for newly renovated or reconfigured offices. • Coordinate movement, relocation, and storage of office furniture. • Ensure all furniture arrangements comply with safety, accessibility, and ergonomic standards. • Maintain inventory records of furniture and building assets.

4.	<p>Administrative, Reporting & Technical Duties</p> <ul style="list-style-type: none"> • Prepare official reports, memos, inspection reports, and documentation. • Track and update maintenance records, overtime claims, attendance monitoring, and operational data in timely manner. • Email and digital communication platforms for coordination with departments and vendors. • Ability to manage digital documentation and maintain organised records.
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Job Requirements:

Specification	Essential	Desirable
Qualifications / Education	<ul style="list-style-type: none"> • Diploma or Degree in Facilities Management, Environmental Science, or a related field. • Minimum 5 years' experience in managing cleaning services. 	<ul style="list-style-type: none"> • Having a cleaning certificate such as BICSc, IICRC or SKM would have high advantage.
Working Experience	<ul style="list-style-type: none"> • At least 3 years in a supervisory involving both in-house staff and service contractors. • Experience on campus, hospitality, or large facility environments. 	
Knowledge and Skills	<ul style="list-style-type: none"> • Good knowledge of building operations, safety procedures, facility management, as well as cleaning procedures, janitorial equipment, and chemicals. • Good organisational and coordination skills. • Good communication and interpersonal abilities. • Strong problem-solving and decision-making capabilities. • Ability to supervise contractors and manage operational teams effectively. • Good time management skills with the ability to handle multiple tasks simultaneously. 	<ul style="list-style-type: none"> • Familiar with tracking tools such as MaintainX.
Character Attributes	<ul style="list-style-type: none"> • Proactive, organised, and accountable leader. • Detail-oriented with strong problem-solving skills. • Strong commitment to service quality responsibility. 	
Working Conditions	<ul style="list-style-type: none"> • Full-time position. • Availability for emergency response outside of regular working hours (evenings, weekends, or holidays). 	