

Cleaning Supervisor Job Description

A comprehensive job description template
for Australian cleaning businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and cleaning industry practices at the time of publication. You should review and tailor this template to suit your business, service types, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Cleaning Supervisor / Team Leader / Site Supervisor

1.2 Position Summary

The Cleaning Supervisor provides operational oversight and quality control for cleaning services across assigned sites or facilities. This role involves managing cleaning staff, conducting quality inspections, maintaining client relationships and ensuring efficient service delivery to contracted standards.

The position requires strong leadership skills, attention to detail and the ability to manage multiple sites. Cleaning Supervisors must ensure compliance with cleaning standards, safety procedures and client specifications while supporting staff performance and maintaining effective communication with clients and management.

1.3 Reporting Structure

This position reports to:

- Operations Manager / Area Manager
- Contract Manager / Service Delivery Manager
- Business Owner / General Manager

1.4 Employment Type

This position is available as:

- Part-time (regular rostered shifts with supervisory duties)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Staff Supervision and Management

- Supervise and coordinate cleaning staff across assigned sites
- Allocate work tasks and ensure adequate coverage for all contracted services
- Monitor staff performance and provide guidance and support
- Conduct team briefings and communicate standards and expectations
- Address performance concerns and resolve workplace issues
- Support recruitment, onboarding and training of new cleaners
- Ensure staff comply with safety procedures and client requirements

2.2 Quality Control and Inspections

- Conduct regular quality inspections of cleaning work at all sites

- Identify quality issues and implement corrective actions immediately
- Ensure cleaning standards meet or exceed client specifications
- Document inspection results and maintain quality records
- Respond to client complaints regarding cleaning quality
- Implement continuous improvement initiatives
- Monitor compliance with cleaning procedures and protocols

2.3 Training and Development

- Train new staff in cleaning procedures, equipment use and safety
- Demonstrate proper cleaning techniques and product application
- Provide ongoing coaching and skill development for team members
- Conduct refresher training on equipment and procedures
- Ensure staff competency in all required cleaning tasks
- Promote safe work practices and WHS compliance
- Assess staff capability and identify training needs

2.4 Scheduling and Rostering

- Manage staff rosters for assigned sites and contracts
- Coordinate coverage for absent staff and leave periods
- Allocate staff based on skills, site requirements and efficiency
- Ensure rostered hours align with contract specifications
- Approve or manage timesheets and attendance records
- Plan staffing for special projects and ad-hoc cleaning requests
- Communicate roster changes to staff in a timely manner

2.5 Client Liaison and Communication

- Act as primary point of contact for assigned client sites
- Communicate with clients regarding service delivery and issues
- Respond to client requests, concerns and feedback professionally
- Conduct regular client meetings and service reviews
- Manage special cleaning requests and additional services
- Build and maintain positive client relationships
- Report client feedback and concerns to management

2.6 Inventory and Resource Management

- Monitor cleaning supplies and chemical stock levels at sites
- Order supplies and materials as required to avoid shortages
- Ensure equipment is maintained in good working condition

- Coordinate equipment repairs and replacements
- Control consumables usage and minimize waste
- Ensure proper storage and handling of chemicals and materials
- Maintain inventory records and cost control

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Supervision

Proven leadership and team management skills. Ability to delegate and coordinate workload across multiple sites. Skills in staff motivation and performance management. Confident decision-making and ability to manage conflict and resolve issues effectively.

Quality Control and Attention to Detail

Sharp eye for cleanliness standards and quality issues. Ability to identify problems and implement corrective actions. Commitment to maintaining high service levels. Understanding of cleaning techniques, products and equipment.

Communication and Client Management

Excellent communication with staff, clients and management. Professional presentation and client relationship skills. Ability to handle complaints and difficult situations calmly. Clear briefing and feedback skills.

Organization and Time Management

Strong organizational skills for managing multiple sites. Ability to prioritize inspections, training and administrative tasks. Efficient time management and planning capabilities. Resource management and cost control awareness.

3.2 Personal Attributes

- Confident and capable leader
- Professional and reliable
- High standards and quality focused
- Strong work ethic and integrity
- Flexible and adaptable to changing priorities
- Excellent judgment and problem-solving ability
- Customer service oriented
- Team player with collaborative approach
- Self-motivated and proactive
- Continuous improvement mindset

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Minimum 3-5 years commercial cleaning experience
- Valid Australian driver licence and reliable vehicle for site travel
- National Police Check (within last 12 months)
- Ability to pass pre-employment screening as required by client sites

4.2 Desirable Qualifications

- Certificate III in Cleaning Operations or Certificate IV in Cleaning Management
- Current First Aid certificate
- Previous supervisory or team leader experience
- WHS awareness or safety training
- MSDS and chemical handling knowledge
- Forklift or scissor lift licence (if managing warehouses or industrial sites)
- Experience with quality management systems

4.3 Experience

Minimum 3-5 years experience in commercial cleaning is required. Demonstrated experience in supervisory, coordination or quality control roles is essential. Candidates should have strong technical cleaning skills, proven ability to manage teams and experience across multiple site types. Previous experience with client management and addressing service issues is highly valued.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including early mornings, evenings and weekends
- Hours depend on site inspection schedules and client requirements
- Some on-call availability for urgent issues and client requests
- Roster flexibility to cover staff absences and peak periods
- Travel between multiple sites during shifts
- Regular reporting and administrative time required

5.2 Physical Requirements

- Ability to walk, stand and move throughout sites during inspections
- Physical capability to demonstrate cleaning techniques
- Ability to lift and carry cleaning equipment and supplies (up to 15kg)

- Comfortable climbing stairs and accessing all areas of sites
- Manual dexterity for operating cleaning equipment
- Physical stamina for active supervisory role

5.3 Work Environment

- Multiple commercial and industrial sites including offices, retail, warehouses
- Indoor and occasionally outdoor cleaning areas
- Exposure to cleaning chemicals and products
- Travel required between sites (company vehicle or mileage reimbursement)
- Fast-paced during busy periods and when addressing urgent issues
- Responsibility for quality standards and client satisfaction

5.4 Uniform and Presentation

- Company supervisor uniform or distinctive attire provided
- Closed, non-slip footwear required
- Professional appearance at all times when visiting client sites
- Personal protective equipment as required by site hazards
- Company identification to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Cleaning Services Award 2020 (MA000022). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in cleaning services.

6.2 Classification Level

Cleaning Supervisors are generally classified under the award as:

- Level 4 or above: Supervisor coordinating staff and maintaining quality control

This is a supervisory position with higher classification reflecting leadership, quality control and client management responsibilities. The specific classification level will be determined based on qualifications, experience and scope of duties including number of sites and staff supervised.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed outside ordinary hours, including:

- Evening work (after 6pm)
- Weekend work (Saturday and Sunday)
- Public holidays
- Overtime rates for hours beyond ordinary hours

- Vehicle allowance or mileage reimbursement for site travel

Refer to the Cleaning Services Award 2020 for current rates and conditions applicable to supervisory roles.

7. Expected Behaviours

7.1 Professional Conduct

- Demonstrate leadership and professional role modelling
- Maintain strict confidentiality of client and business information
- Follow all organisational policies, procedures and client protocols
- Uphold cleaning quality standards and service delivery expectations
- Arrive on time for site inspections and scheduled duties
- Notify management of absence with appropriate notice

7.2 Leadership Standards

- Provide clear direction and support to cleaning teams
- Lead by example in work quality and professionalism
- Make sound decisions in the best interests of clients and the business
- Communicate expectations clearly and follow up on performance
- Foster positive team culture and morale
- Address issues promptly, fairly and professionally

7.3 Quality and Safety Standards

- Ensure delivery of high-quality cleaning services at all sites
- Maintain vigilance over cleaning standards and client satisfaction
- Enforce safety protocols and proper chemical handling
- Respond effectively to quality issues and complaints
- Monitor compliance with cleaning procedures and client specifications
- Promote continuous improvement and efficiency

7.4 Communication and Client Service

- Communicate effectively with all stakeholders
- Maintain professional and positive relationships with clients
- Keep management informed of significant issues and client feedback
- Respond promptly to client requests and concerns
- Accept feedback and implement improvements
- Support organisational goals and client retention

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting supervisory and cleaning experience
- Cover letter outlining leadership capabilities and relevant experience
- Copies of qualifications and certificates (if applicable)
- Valid driver licence details
- Contact details for two professional referees (preferably including a supervisor)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview including leadership and scenario questions
- Site visit or practical assessment (may include quality inspection demonstration)
- Reference checks with focus on supervisory capabilities
- National Police Check and any required site-specific screening
- Pre-employment health assessment if required

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____