

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – CLEANING SUPERVISOR																					
Sector	Environmental Services																				
Track	Cleaning Operations																				
Occupation	Cleaner																				
Job Role	Cleaning Supervisor																				
Job Role Description	<p>The Cleaning Supervisor is responsible for supervising multiple team of cleaners in multiple cleaning projects, while ensuring service quality delivery and safety. This includes assisting in planning of cleaning service operations work plans, incident management and managing inventory of the cleaning equipment and materials used in multiple project sites. He/She is also required to provide guidance to the cleaners.</p> <p>He may be assigned to a variety of places which may include indoor and outdoor public places. He is expected to communicate with his stakeholders as part of his role in performing duties.</p> <p>He is physically fit, responsive, able to multi-task and capable of interacting with stakeholders.</p>																				
Critical Work Functions and Key Tasks	<table border="1"> <thead> <tr> <th>Critical Work Functions</th> <th>Key Tasks</th> </tr> </thead> <tbody> <tr> <td rowspan="6">Manage cleaning services</td> <td>Communicate assigned cleaning duties to the cleaning team</td> </tr> <tr> <td>Monitor cleaning operations to ensure quality service delivery</td> </tr> <tr> <td>Assist in coordinating and liaising with clients at project sites</td> </tr> <tr> <td>Ensure teams adhere to safety measures during cleaning operations</td> </tr> <tr> <td>Implement operation plans to improve work processes and service quality</td> </tr> <tr> <td>Submit compiled daily cleaning reports to management</td> </tr> <tr> <td rowspan="2">Manage inventory, equipment and maintenance schedule</td> <td>Ensure stocks of cleaning tools and equipment are in order and replenishment orders are fulfilled in a timely manner</td> </tr> <tr> <td>Assist in implementation of maintenance schedule for cleaning devices on a timely basis</td> </tr> <tr> <td rowspan="4">Manage cleaning teams</td> <td>Assist in planning work schedules and deployment of manpower</td> </tr> <tr> <td>Provide appropriate guidance to cleaners</td> </tr> <tr> <td>Facilitate effective work processes</td> </tr> <tr> <td>Provide feedback and recommend process improvements to the cleaning team</td> </tr> <tr> <td rowspan="2">Manage incidents</td> <td>Respond to major incidents and emergencies</td> </tr> <tr> <td>Report and update on major incidents and emergencies to the management</td> </tr> </tbody> </table>	Critical Work Functions	Key Tasks	Manage cleaning services	Communicate assigned cleaning duties to the cleaning team	Monitor cleaning operations to ensure quality service delivery	Assist in coordinating and liaising with clients at project sites	Ensure teams adhere to safety measures during cleaning operations	Implement operation plans to improve work processes and service quality	Submit compiled daily cleaning reports to management	Manage inventory, equipment and maintenance schedule	Ensure stocks of cleaning tools and equipment are in order and replenishment orders are fulfilled in a timely manner	Assist in implementation of maintenance schedule for cleaning devices on a timely basis	Manage cleaning teams	Assist in planning work schedules and deployment of manpower	Provide appropriate guidance to cleaners	Facilitate effective work processes	Provide feedback and recommend process improvements to the cleaning team	Manage incidents	Respond to major incidents and emergencies	Report and update on major incidents and emergencies to the management
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	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)			
	Skills & Competencies	Cleaning Chemical Handling	Level 3	Communication	Intermediate	
Customer Management		Level 3	Problem Solving	Intermediate		
Effectiveness Management		Level 3	Decision Making	Intermediate		
Emergency Response Management		Level 2	Service Orientation	Intermediate		
Equipment and Inventory Management		Level 3	Developing People	Basic		
Food Shop Hygiene Maintenance		Level 3				
Furniture and Furnishing Maintenance		Level 3				
Horizontal Surface Maintenance		Level 3				
Incident and Accident Investigation		Level 3				
Internet of Things Management		Level 3				
Learning and Development		Level 3				
Public Hygiene Maintenance		Level 3				
Risk Management and Administration		Level 3				
Robotics and Automation Application		Level 3				
Stakeholder Management		Level 3				
Vertical Surface Maintenance		Level 3				
Washroom Maintenance		Level 3				
Workplace Safety and Health Culture Development		Level 3				
Workplace Safety and Health Performance Management		Level 2				
Workplace Safety and Health Practices Implementation		Level 3				
Programme Listing	For a list of Training Programmes available for the Environmental Services sector, please visit: www.skillsfuture.sg/skills-framework/environmental-services					

The information contained in this document serves as a guide.