

Terms of Reference: Estate/Maintenance Supervisor

The Estate/Maintenance Supervisor is responsible for campus cleanliness, upkeep, maintenance, landscaping and development activities. This role requires strong interpersonal and supervisory skills in dealing with/ managing janitorial, gardening and other support staff. Mandated with essential services, the Supervisor must ensure high standards of service orientation, customer service and problem-solving abilities to address routine and ad hoc activities/events, often requiring quick turnaround and adaptability.

A general framework of the roles and responsibilities (including but not limited to) for the position is outlined below:

1. Ensure that janitorial/cleaning services is rendered effectively and be responsible for:

- a. Direct supervision of all cleaning staff - rostering, attendance, work distribution, assessment & performance appraisal, etc.
- b. Coordinating & implementing preventive cleaning schedules on a routine and periodic basis for the entire campus building, facilities, parking, apartment common areas, surrounding areas.
- c. Cleaning of window glasses, doors, whiteboards, furniture stains, graffiti, window ledges, toilets, common area furniture and removal of dome stains, cobwebs, chewing gums, etc.
- d. Weeding of footpath and landscaped areas.
- e. Washing of indoor waste bins periodically.
- f. Cleaning of Septic tanks, clearing blocks, etc.
- g. Inspection of facilities routinely and reporting of any damages, graffiti, maintenance issues, etc. through proper channels.

2. Ensure that landscaping, gardening and campus beautification works are carried out effectively encompassing:

- a. Direct supervision of the gardening staff and helpers - rostering, attendance, work distribution, assessment & performance appraisal, etc.
- b. Overall upkeep & beautification of the campus outdoor areas, grass cutting, grounds-keeping, landscaping, maintaining gardens, lawns, flowers, hedges, manures, outdoor and indoor potted plants, etc.
- c. Garbage disposal and washing of outdoor waste bins.
- d. Cleaning of buildings and roadside drains.
- e. Taking care of the Water Treatment Plant and maintenance of the water source.
- f. Assisting with constructions, campus improvement projects.

3. Event Support:

- a. *Chadri* & logistics viz. furniture movement, pitching of tents, decoration, potted plants, etc.
- b. Cleaning services and waste management during events.
- c. Other event support tasks as assigned.

4. Any other tasks as and when assigned.

5. Min Qualification & work experience

Basic reading/writing skills with extensive experience in estate maintenance and site supervision (landscaping, beautification, cleaning, etc.) with excellent people/supervisory skills.

Reporting: The Estate/Maintenance Supervisor shall report to the Dy.Head-AFD and Estate/Admin Manager as and when assigned under the Estate Division of the Administration and Finance Department.