

Student name	Mariana Niculae Mihai
Student ID	2507211
Module name and code	Employability and Career Development (LCLM4005_BIRM)
Lecturer's name	Trinh Nguyen Thi Ngoc
Assignment title	Portfolio of written task
Assignment component	Comparing to job roles (cleaner and cleaner supervisor)

Comparison of Two Job Adverts

For this assignment, I have compared two job advertisements: Cleaner Supervisor (Mitie) and Cleaner.

A Cleaner Supervisor at Mitie works with several cleaners to ensure that cleaning processes are adhered to, and standards are maintained, allocate work, undertake inspections, training and health and safety procedures. They also deal with customers and perform administrative tasks like rotas and performance monitoring.

A Cleaner's job involves cleaning offices, toilets, communal areas, and other workspaces. Duties involve cleaning, health and safety, vacuuming, mopping floors, emptying bins, and dusting surfaces, as well as reporting any maintenance problems.

Common Skills and Knowledge

Both job adverts require several of the same skills and areas of knowledge, including:

- Good communication skills.
- Time management.
- Attention to detail.
- Reliability and punctuality.
- Knowledge of health and safety procedures.
- Ability to work independently and as part of a team.
- Customer service skills.
- Understanding of cleaning equipment and chemicals.

The Cleaner Supervisor role also requires additional management skills such as leadership, problem-solving, staff training, organizing work schedules, and motivating employees.

Using a Key Skill in My Future Employment

One of the most important skills identified in both job adverts is communication. Communication is vital as it will help employees know what their responsibilities are and will ensure that work is carried out to a high standard. As a future Cleaner Supervisor, I

will be using communication skills to provide explanations as to what I do each day, feedback on your work, problem solving between colleagues and clients, and communicating well with managers and clients. Effective communication can also enhance collaboration, minimize errors, and ensure customer satisfaction. I will be able to become an effective leader and move further into business management if I develop strong communication skills.

Self-Assessment (SWOT Analysis)

Strengths

- I am reliable and always complete my work on time.
- I have good teamwork skills and enjoy helping others.
- I am hardworking and willing to learn new skills.
- I remain calm when working under pressure.
- I have good practical experience working in cleaning and understand workplace expectations.

Weaknesses

- I need to improve my leadership and supervisory experience.
- My confidence when speaking in front of groups could be better.
- I have limited experience of managing staff.
- I would like to improve my IT skills, especially Microsoft Excel and reporting systems.

Opportunities

- Studying Business Management will improve my management knowledge.
- Training provided by employers such as Mitie could help me gain supervisory qualifications.
- Promotion opportunities within facilities management.
- Online courses can improve my leadership and digital skills.

Threats

- Competition from more experienced applicants.
- Changes in technology require new digital skills.

- Limited promotion opportunities if I do not continue developing professionally.
- Economic conditions affect recruitment.

Evidence of Readiness for Employability

I believe I am ready to develop my career because I have already gained practical workplace experience. Working in cleaning has helped me develop responsibility, time management, teamwork, and attention to detail. These are all valuable skills that employers expect from their staff.

I also have developed problem solving skills, as I have come across situations at work that required me to solve the problem, such as completing tasks under a very tight deadline or making sure that the work is done to a high-quality standard. The team working has enhanced my teamworking and communication skills.

Supervisors have commented that I am reliable, work well, and am keen on taking on extra duties. But these are positive comments and I am continuing to build my management capability.

I intend to use my studies to real world situations in my job. I want to be a Cleaner Supervisor, as it's a mix of working in leadership, customer service, and operations. This position will provide me with valuable supervisory experience, prior to moving into more senior management roles.

For this, I plan to take further training courses and gain experience in leadership, communication and IT skills. I will also have the opportunity to work with supervisors to arrange work, train new members of staff and check cleaning standards.

My work experience, education and desire to learn are a combination that I feel is adequate to be ready and prepared for employability and future career growth.

Employment Goals

Short-Term Goals

My short-term goal is to secure a Cleaner Supervisor position with a company such as Mitie. I also want to improve my leadership skills, complete additional health and safety training, and become more confident managing a team. These goals are important because they will prepare me for greater responsibility and improve my chances of promotion.

Long-Term Goals

My long-term goal is to progress into a facilities Manager or Operations Manager position. I want to lead larger teams, manage budgets, improve business performance, and contribute to organizational success. This aligns with my Business Management qualification because it focuses on leadership, planning, and organisational management.

<u>WEAKNESS</u>	<u>ACTION</u>	<u>TIMELINE</u>	<u>RESOURCES</u>	<u>SUCCESS MEASURE</u>
Leadership Experience	Volunteer to assist supervisors and complete leadership training	6 months	Employer training and online courses	Successfully supervise staff when required
Confidence	Practise speaking during meetings and presentations	6 months	University presentations and workplace meetings	Increased confidence and positive feedback
IT Skills	Complete Microsoft Excel and Office training	3 months	Microsoft learn and online tutorials	Confident using Excel for reports and rotas
Staff Management	Shadow experienced supervisors	6-12 months	Workplace mentoring	Ready to apply for supervisory roles

Following this development plan will help me overcome my weaknesses, improve my employability, and achieve my goal of becoming a successful Cleaner Supervisor before progressing into higher management positions within the facilities management industry.