

East London Mosque – Premises Supervisor

The East London Mosque complex is large and very busy, with the number of users increasing year after year. The high levels of provision and usage make great demands on cleaning, as do the expectations of the many users and stakeholders.

Working under the direction of the Senior Facilities Officer, the Premises Supervisor needs to be a responsible, trustworthy person who can work independently.

Key priorities

- Ensure all cleaning operations are delivered consistently to agreed standards across the ELMT, using effective supervision, task allocation, and quality assurance.
- Maintain effective day-to-day supervision of cleaning staff, ensuring appropriate staffing levels, accurate rotas, attendance control, and timely escalation of performance or conduct issues.
- Lead the use of the cleaning management app to plan, monitor, and evidence cleaning activity, and ensure monthly team timesheets are accurate, verified, and submitted on time.
- Ensure all cleaning activities comply with Health & Safety and COSHH requirements, promoting safe systems of work and addressing risks, incidents, or non-compliance promptly.
- Monitor cleaning stock and consumables, place routine orders within agreed controls, manage usage effectively, and escalate supply or cost issues to ensure uninterrupted service delivery.

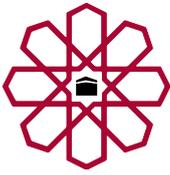
About the East London Mosque Trust (ELMT)

The East London Mosque is London's oldest Mosque, serving the UK's largest Muslim community. In 2004, its facilities were greatly expanded by the addition of the London Muslim Centre, which has hosted a wide range of ground-breaking services. The latest expansion, the Maryam Centre, opened in 2013, adding more prayer space, a Visitor Centre, and substantial facilities for women and girls.

The cost of the facilities has come mainly through the generous support of the public, who expect the employees of the ELMT to have the highest standards in their work and behaviour.

Our mission is to serve, educate and inspire through faith and action

Our vision is to see a world of God consciousness, respect, dignity and justice.



East London Mosque – Premises Supervisor

Job Description for the role of Premises Supervisor

Job title:	Premises Supervisor (Cleaning team)
Salary:	£28998.39 pro rata, ELMT Scale D7 (pro rata for 30 hours/week)
Contract:	Permanent
Working Hours:	30 hours per week. Normal hours: Monday to Saturday, 7:00 pm - 12:00 am. Flexibility required to support early mornings, weekends, Ramadan, Jummah, Eid, and major community events.
Responsible to:	Senior Facilities Officer

Job Purpose:

The Premises Supervisor (Cleaning Team) plays a critical role in maintaining the East London Mosque Trust's buildings as clean, hygienic, safe, dignified, and welcoming spaces for worshippers, service users, staff, volunteers, and visitors.

The post holder will lead, supervise, and work alongside the night cleaning team, ensuring that cleaning operations across the Mosque complex are delivered to a consistently high standard, in line with ELMT's values, operational priorities, and legal responsibilities.

Given the exceptionally high footfall, extended opening hours, and religious sensitivities of the Mosque environment, the role requires strong leadership, attention to detail, cultural awareness, and the ability to respond calmly and effectively to changing operational demands.

A key responsibility of the role is the effective use of the ELMT cleaning management app to schedule, monitor, verify, and evidence all cleaning activities, ensuring transparency, accountability, and continuous improvement.

Key Responsibilities

1. Operational Leadership and Supervision

- Provide clear, hands-on day-to-day supervision of Premises Assistants, ensuring all cleaning duties are completed to agreed standards, specifications, and timescales
- Lead by example by working alongside the team when required, particularly during peak periods such as Jummah, Ramadan, and large-scale events
- Allocate tasks, manage rotas, and deploy staff effectively across multiple floors, prayer halls, washrooms, circulation areas, offices, and public spaces
- Ensure adequate staffing levels are maintained to meet operational demand while managing absences, leave, and last-minute changes
- Monitor attendance, punctuality, conduct, and performance, addressing issues promptly and escalating where necessary in line with ELMT procedures
- Support staff induction, on-the-job training, and refresher training, ensuring staff understand site expectations, religious sensitivities, and standards of conduct

2. Cleaning Operations and Quality Assurance

- Lead and manage all cleaning activity using the ELMT cleaning management app, ensuring:
- Tasks are correctly scheduled and prioritised for different areas of the Mosque complex
- Staff understand and follow task requirements
- Completion is actively monitored and verified
- Accurate records are maintained for audits, inspections, and performance monitoring



EAST LONDON MOSQUE & LONDON MUSLIM CENTRE

- Carry out routine inspections of cleaning standards across all areas, including prayer spaces, ablution areas, toilets, stairwells, lifts, entrances, and high-touch points
- Take immediate corrective action where standards fall short, including retraining staff or reallocating resources
- Plan and oversee deep cleaning, periodic intensive cleans, and specialist cleaning tasks (e.g. carpets, marble floors, washroom descaling), ensuring minimal disruption to worship and activities
- Ensure cleaning methods are appropriate for religious spaces, furnishings, and materials used within the Mosque

3. Health, Safety, and Compliance

- Ensure all cleaning activities are carried out in full compliance with:
 - Health & Safety legislation
 - COSHH regulations
 - ELMT Health & Safety policies and procedures
- Promote a strong safety culture within the team, ensuring safe systems of work are followed at all times
- Ensure staff are trained in the safe handling, storage, and use of cleaning chemicals and equipment
- Support the completion, review, and implementation of risk assessments relevant to cleaning operations
- Actively identify and report hazards, incidents, near misses, and unsafe practices, taking immediate action where required

4. Faith-Sensitive and High-Footfall Environment Management

- Ensure cleaning activities respect prayer times, religious observances, and the sanctity of worship spaces
- Coordinate cleaning schedules to support daily prayers, Jummah, Taraweeh, Eid prayers, funerals, and major community events
- Respond flexibly to sudden increases in footfall or urgent cleaning requirements, particularly during peak periods
- Ensure public-facing areas remain safe, clean, and presentable at all times, reflecting the importance of the Mosque as a place of worship and a community landmark

5. Premises Support and Cross-Team Working

- Identify and promptly report defects, damage, leaks, blockages, or maintenance issues to the Maintenance Team via agreed reporting channels
- Work collaboratively with Operations, Maintenance, Security, Reception, and Events teams to ensure smooth daily operations
- Liaise professionally with contractors and specialist cleaning providers when required
- Provide practical support during major events and emergencies, as directed by senior staff

6. Stock Control and Resource Management

- Monitor stock levels of cleaning materials, consumables, PPE, and equipment to ensure uninterrupted service delivery
- Maintain accurate stock records and usage monitoring to minimise waste, misuse, and unnecessary expenditure
- Place routine stock orders in line with agreed budgets, supplier arrangements, and authorisation procedures
- Ensure cleaning stores are kept organised, secure, and compliant with COSHH requirements



7. Administration and Reporting

- Accurately record attendance, hours worked, and overtime for the cleaning team
- Prepare and submit monthly timesheets within agreed deadlines to support timely payroll processing
- Maintain essential records to support audits, inspections, performance reviews, and service planning
- Provide regular updates to the Senior Facilities Officer on staffing, standards, issues, and improvements

Working Hours

Normal working hours will be Mon- Sat -7 pm-12 pm. Flexibility is required, including early mornings, evenings, weekends, and religious or community events, in line with operational needs.

THIS JOB DESCRIPTION IS SUBJECT TO ANNUAL REVIEW AND ALTERATIONS MAY BE NEGOTIATED TO REFLECT THE CHANGING NEEDS OF THE ELMT.



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Person Specification for the role of Premises Supervisor

Candidates should provide evidence for all the essential criteria required at application

1	Skills and Experience	
1.1	Experience carrying out cleaning duties to a high standard in a commercial or public facility	E
1.2	Ability to supervise, motivate and lead a small cleaning team	E
1.3	Experience in allocating work and checking completion against schedules	E
1.4	Ability to manage time effectively and prioritise tasks across multiple buildings	E
1.5	Experience using commercial cleaning equipment (e.g. carpet machines, steam cleaners)	E
1.6	Confident in completing written logs, reports and communicating handovers	E
1.7	Experience in undertaking general cleaning duties	E
2	Personal Qualities	
2.1	Trustworthy, reliable and punctual	E
2.2	Ability to set standards and ensure adherence to cleaning schedules	E
2.3	Able to lead by example and take pride in delivering a clean, safe environment	E
2.4	Takes initiative and solves problems calmly and professionally	E
2.5	Ability to undertake any training relevant to your role	E
2.6	Able to work flexibly to meet operational requirements (e.g. Ramadan, events)	E
2.7	Demonstrates a positive attitude and supports a strong team working culture	E
3	Eligibility	
3.1	Proof of right to work in the UK	E
4	Health and Safety	
4.1	An understanding of relevant Health & Safety rules, including COSHH and risk assessment, and how they apply in the ELMT environment	E
4.2	Ability to recognise hazards and report risks quickly and clearly	E
5	Equality and Diversity	
5.1	Commitment to equality, diversity and respect for all staff and service users	E

East London Mosque Trust

82–92 Whitechapel Road
London E1 1JQ
T: 020 7650 3000
E: jobs@eastlondonmosque.org.uk