



UNIVERSITY  
OF  
JOHANNESBURG

## **CAMPUSES ANNUAL REPORT**

### **DEPARTMENT: AUXILIARY**

#### **1. INTRODUCTION**

The report serves to inform about the activities and progress made during 2017 with respect to insourcing of 134 cleaning staff and transfer of 9 Supervisors from other Campuses.

#### **2. EXECUITVE SUMMARY**

The insourcing of cleaning staff at DFC had challenges due to the following.

2.1 Not all the insourced staff were insourced therefor staff had to be reshuffled.

2.2 All the 7 Student Centre Staff were not insourced and had to remove cleaners from JOB to replace at the student Centre.

2.3 Supervisors transferred from other Campuses had difficulty adapting to their new positions.

2.4 There were difficulty with the distribution of chemicals and equipment.

2.5 There were also difficulty with Uniforms not all the cleaners received their Uniforms to date.

2.6 There was no urgency from cleaners to do their work more effectively.

2.7 There were problems which related to reporting levels.

### **3. OPERATING CONTEXT, GOVERNANCE AND RISK MANAGEMENT**

#### **3.1 Operating Context**

The Auxiliary Department is responsible for the Managing Cleaning, Gardening and Moving furniture around the Campus in accordance with the strategic vision and goals of the University, it provides support to the core business of the University to ensure service delivery to the staff and students.

The Cleaning service ensures that the Campus is clean and free of litter every day, The Garden staff is responsible for keeping the gardens clean and grass tidy, flower beds free of weeds and leaves all the time. Removals are responsible for office furniture removal and removal of old used broken furniture around the Campus ensuring that all the passages, stairs are free of unwanted furniture.

### **4. STRATEGIC FOCUS AND TARGETS**

- Walk about and monitoring around the campus has resulted in the improvement of cleaning and gardening services increased.
- Monitoring of cleaning points and cleaning has resulted identifying hot spots and putting extra effort in those places.
- Monitoring of Gardening services and changing the starting time ensuring the Campus is clean before staff and students come in the Morning.
- Visiting the faculties and department for walk about to monitor the cleaners this has ensured that complaints are minimized and proactive measures in tackling issues are realized.
- Having regular meetings with the cleaning staff ensures that complains and concerns are attended.
- Improving staff relations amongst the Auxiliary department has assisted with improving working relations for example the auxiliary Bakke is used to remove waste around the Campus
- The challenges faced by auxiliary cleaning is the number of cleaners who are Attending clinics on a Monthly basis, and the number of cleaners who are absent due to illness, and absenteeism.

## 5. EMPLOYEE PROFILE

The department has 158 staff members made up of 141 Cleaning staff members, 1 Team coordinator, 9 Supervisors, 7 Team Leaders, 125 cleaners, Movers 5 and 12 Gardeners.

### 5.1. Employee category and peroneus

**Table 1.1: Cleaning**

<b>Designation</b>	<b>Grade</b>	<b>Number</b>
Coordinator	14	1
Supervisors	15	9
Team Leader	16	7
Cleaners	17	125

**Table1.2 Gardening**

<b>Designation</b>	<b>Grade</b>	<b>Number</b>
Gardeners	17	12

**Table1.3 Movers**

<b>Designation</b>	<b>Grade</b>	<b>Number</b>
Driver	12	1
General Assistant	15	4

### 5.2. Vacancies

There is none

### 5.3. Staff development initiatives

#### 5.3.1. Training

The following table indicates staff training for 2017:

<b>Name</b>	<b>Surname</b>	<b>Training</b>	<b>Date</b>
Sipho	Ngubane	Advanced Excel	July 2017
Patrick	Ramaano	Customer Service Word Excel	June 2017
7 Supervisors		Introduction to computers	May 2017

#### 5.3.2. Workshops

- 12 Garden staff all attended the Basic Gardening Course- Lifestyle College
- All 9 Supervisors attended the cleaning supervisors training
- 5 Attended the Conflict Management training

## 6. CONCLUSION AND WAY FORWARD

- The Cleaning around the Campus and outside our perimeters is monitored.
- Towards the end of the Year there was an improvement with regard to cleaning.
- Deep cleaning went well in December and the overtime assisted a lot in the residences and deep cleaning was completed on time
- The assistance and support from the Senior Director in terms of the Cleaning service has help to improve the cleaning service.
- The monitoring of cleaning and gardening has yielded results, the Campus is improving.
- Anti-littering campaign held in September yielded results with the participation of students, there was an awareness about littering.

