

# Job Description: Cleaning Manager



Function:	Sodexo Health & Care
Position:	<b>Soft Services Manager – Domestic Catering and Cleaning services</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Assistant Manager
Additional reporting line to:	Business Director
Position location:	SWLSTG – All locations

## 1. Purpose of the Job – State concisely the aim of the job.

The management and control of the soft service operation (cleaning & patient feeding on wards) to the agreed specification and to the agreed performance, qualitative and financial targets.

To provide leadership, role modelling and direction to the delivery teams within the areas of the Sodexo business.

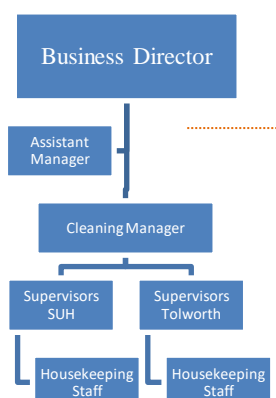
To transform the catering operation and drive a patient and service focussed offer reflecting quality.

To be accountable for excellent service delivery and operational objectives ensuring continuous improvements are made.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Specification	340 patient beds	Measured by	Cleaning/catering KPI's	External Client & internal Sodexo Audits
	2 hospitals and 4 satellite units			
	Cleaning standards and auditing		Standard of deep cleaning	Customer/client feedback
	Direct line manager to 6 supervisors			

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To deliver a consistent level of service across site Soft services, within the Company's standards, to the contract specification and agreed KPI performance, qualitative and financial targets.
- Address Sodexo employee Engagement, drive participation
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Client and customer growth, contract retention and satisfaction.

**Main Tasks**

- Lead the onsite team to deliver improved ways of working
- Supports a team approach to recognise individuals and promote high staff morale
- Maintain the property in line with client expectations, striving to improve service wherever possible.
- Transforming the catering offer into a patient and service focused on quality and compliance at Ward level
- Working with the NHS staff on meeting the needs of its remote building occupants in respect of cleaning services
- Compliance with statutory and legislative guidelines within the areas of responsibility
- Maintaining and building a health and safety culture
- Budgetary compliance

**Planning and Organising**

- Manage team workload in line with customer needs and management targets.
- Delivers a consistently high cleaning and catering service and standard
- Set personal objectives to work towards client based KPI's and increased internal audit % scores
- Meet deadlines in relation to the provision and accuracy of information for reporting purposes
- Assists in the development of annual operating budgets and business planning

**Team Management**

- Recruit, manage and train a team of staff in such a manner as to maintain an effective professional, safe and compliant culture, displaying a quality service provision.
- Ensure induction and job skills training takes place at all levels within the Sodexo Teams
- Carry out annual appraisals and job chats where appropriate, identifying training requirements and areas for development
- Attends nominated training courses, both in-house and external to meet the development needs of the post and post holder

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Oversee day to day running of Site Soft Services

**Contract Management**

- Responsible for managing the Sodexo operations labour costs in line with Sodexo budgets
- Proactively manage quality of service and introduce innovations in line with market trends and Sodexo initiatives
- Maintains the service within budget, through prudent purchasing and use of sub contracted services
- Delivers a good standard of cleaning to NHS standards through regular inspection and the production of records and reports
- Maintains effective lines of communication throughout the service and teams and with client liaison teams for each location

**Service Delivery**

- Assume full responsibility for management against contracted scope of works.
- Planning of site events (deep cleans / carpet cleaning etc)
- Day to day supervision of the Sodexo staff teams across all units
- Recognise the patient need for confidentiality ensuring scheduled cleaning services are met.
- Attendance to emergency situations as required
- Carry out regular internal and joint client inspections, working with the Sodexo FM Team and NHS Departments

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Strong work ethic, leads by example
- Program of PPM activities conditional audits.
- Health and safety audits to confirm an embedded safety culture
- Compliance with Sodexo policies and procedures
- Service innovation, development and progression.

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively**Essential**

- Specific skill / trade
- Qualification in IOSH
- Proven experience in leading and motivating a team
- Proven experience in managing sub contracted services
- Proven experience in delivering to a budget
- Good spoken and written English and e-mail protocol

**Desirable**

- Experience in similar environments
- Familiar with Sodexo or a similar organisations policies and procedures in respect of a large multi site role

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	
■ Innovation and Change	
■ Commercial Awareness	

Date.....

Signature.....