

Job Description: Housekeeping Manager



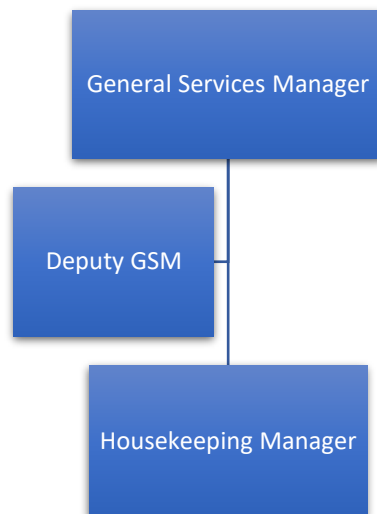
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|-------------------------------|---------------------------------|
| Function: | Corporate Services UK & Ireland |
| Position: | Housekeeping Manager |
| Job holder: | |
| Date (in job since): | |
| Immediate manager | GSM |
| Additional reporting line to: | |
| Position location: | Johnson Matthey - Royston |

1. Purpose of the Job – States concisely the aim of the job

- To be the operational frontline lead in terms of local delivery of cleaning services ensuring costs, quality and compliance metrics are achieved by Sodexo as well as for the contract. Responsible for the above-named operating structure at site leading a team to ensure delivering against Key Performance Indicators.
- Support the deputy GSM and GSM in the delivery / implementation of the business strategy / objectives for client's and site-specific objectives.
- Ensuring all Sodexo personnel are fully trained and competent to deliver the scope of works they are assigned for, updating training as required by Sodexo policy.
- Supporting the deputy GSM and GSM in ensuring full compliance of statutory, legislative and client specific requirements / SOPs, monitoring the site management system in ensuring timely update of any records.
- Act as Sodexo representative with the cleaning services, as to ensure teams are put to date with all communications, motivated, live our values within their roles, are fully supported within a timely manner and find better ways of working.
- Ensuring scope creep are managed within the current scope, advising team and client accordingly and issue quotes for ad hoc jobs.
- Accountability in ensuring operational priorities get identified and acted on in a timely manner, ensuring full communication to all stakeholders.
- Ensuring team development by leading timely PDRS and reviews as to ensure any development opportunities and support are identified and acted on.
- Be visible on site as an operational lead for cleaning services in ensuring high standard of service delivery, support in auditing of local areas, completion of team safety walks.

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2. Organisation chart – Indicates schematically the position of the job within the organization



3. Context and main issues – Describes the most difficult types of problems the job holder has to face (internal or external to Sodexo) and/or the regulations, guideline, practices that are to be adhered to.

- Drive continuous improvement and operational best practice ensuring comply with all company and client policies, procedures, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH.
- Compliant delivery and performance of contracted services as measured through performance management systems – ensuring the Supervisors complete safety walks, audit and near miss/accidents reporting
- Manage and lead the team to deliver excellence to achieve service quality and client satisfaction
- Innovation / initiative implementation
- Support the team with front line operational challenges
- Be a visible Sodexo representative on the site, pre-empting any possible challenges
- Promote a good company image to clients and guests by using positive customer service practices
- Communicate with the team through “team huddles” regularly
- Be proactive in addressing poor behaviour, not in line with Sodexo and client values
- To report any incident of accident, fire, theft, loss, damage, maintenance and take any action as may be appropriate or possible.
- To be responsible for ensuring fair scheduling of work within the teams for holidays, sickness, time keeping, breaks and behaviours as per company policies
- Manage, delegate and motivate appropriately the onsite Supervisors/Housekeepers
- Any other reasonable request by management

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4. Main assignments – Indicates the main activities / duties to be conducted in the job

- To ensure that all required training in relation to all aspects of the cleaning service is delivered and up to date
- To provide support and assistance to the cleaning team and where required step in for the supervisors
- Manage department budgets by tracking and where required approving
- Conduct site audits ensuring standards are maintained and where required are improved
- Implement a continuous improvement and innovation culture
- Undertake specific training on the relevant cleaning offer
- Ensure that all recruitment procedures and policies are adhered to
- Ensure full compliance with the Sodexo PDR process
- To ensure full compliance in relation to the purchasing of all products / equipment necessary to deliver the cleaning service
- To ensure that all labour employed to deliver the service is maintained within the agreed budget
- To attend all relevant training courses
- To ensure that the cleaning operation is delivered in accordance with the client specification
- To ensure that all operation aspects of the contractual agreement are adhered to as specified by the Deputy and or General Services Manager / Account Manager
- To ensure that all legislation and procedures in relation to Health & Safety are adhered to
- To prepare client reports, as specified by the Deputy and or General Services Manager / Account Manager
- To attend team / client meetings, as required
- To collate information in relating to payroll and EprophIT as required
- To ensure that all procedures for security, health & safety and fire precautions are adhered to in accordance with the Health and Safety Policy
- To monitor and report on all staff absences and sickness
- To manage the ordering and distribution of cleaning consumables
- To undertake cleaning audits in relation to the service delivery / offer compliance as requested
- To ensure full compliance with Sodexo Disciplinary Procedures
- To perform other such duties as may be reasonably requested by the Deputy and or General Services Manager / Account Manager
- Lead the cleaning team to service excellence
- Ensure that the Company's, the Clients and Statutory Regulations regarding hygiene, health & safety and Equal Opportunities are complied with
- Supplying timely ad-hoc quotes to the client and ensuring approval, ahead of any additional works completed, as agreed with the Deputy and or General Services Manager
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5. Accountabilities – Gives 3 to 5 key outputs of the position; they should focus on end results, not duties or activities

- All training plans up to date
- All employee personnel files maintained and up to date
- All staff have attended the relevant PDR meetings
- All purchases to be completed via nominated suppliers only
- Full compliance with the relevant service offer
- Labour budgets maintained and on schedule
- Compliance with the client cleaning specification
- All Health & Safety procedures in place and up to date
- All staff paid accurately and on time
- Minimal staff absences / long term sickness
- Cleaning audit score at minimum expectation levels

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6. Person Specification – Indicates the skills, knowledge and experience that the job holder should require to conduct the role effectively

Knowledge, skills and experience

Essential

- People management skills
- Knowledge of the cleaning industry
- Sound communication skills
- In depth understanding of waste process and laws
- Understanding of scope output-based models
- Computer literate
- IT literate - Microsoft

Desirable

- Client relationship experience

7. Competencies – Indicates which of the Sodexo core competencies and any professional competencies that the role requires

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|---|----------------------------------|
| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Leadership & People Management |
| ▪ Rigorous management of results | ▪ Employee Engagement |
| ▪ Brand Notoriety | ▪ Commercial awareness |
| ▪ Innovation & Change | |

Housekeeping Manager

Name: Date: Signature:

General Services Manager

Name: Date: Signature:

8. Management Approval – To be completed by document owner

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| Version | V2 | Date | 07/03/2022 |
| Document Owner | Nicky Saunders | | |