

Job Description:

Commercial and Cleaning Manager

Function	Student Living
Position	Commercial and Cleaning Manager
Salary	£32,000 per annum
Immediate manager (N+1)	Operations Manager
Additional reporting line	Head of Operations and Residency Living
Position location	Newcastle upon Tyne & Gateshead (Northumbria University)

1. Package Description

Commercial and Cleaning Manager

- **£32,000 per annum**
 - 40 hours per week
 - Monday to Friday between the hours of 09:00am – 17:30pm.
 - There may be a requirement to work outside of contracted hours depending on operational requirements, student arrivals, commercial activity, training, events or other business needs.
 - Occasional weekend working may be required to support student intake, Northumbria University Open / Experience Days and other operational activity.

2. Job Introduction

As Commercial and Cleaning Manager at Sodexo within Northumbria University accommodation, you will be responsible for leading the day-to-day delivery of cleaning and commercial operational activity across the four Sodexo-managed accommodation sites: Trinity Square, Winn Studios, Glenamara House and New Bridge Street.

Reporting to the Operations Manager, you will directly manage and coordinate cleaning teams across the accommodation portfolio, ensuring colleagues are effectively deployed, supported and performance-managed and that consistently high standards are achieved.

You will be a visible and proactive manager across all four sites, working closely with cleaning colleagues, Customer Service Assistants, managers, students, University colleagues, contractors and other stakeholders to maintain strong operational standards and service delivery.

The role will lead key elements of soft-services delivery, cleaning compliance, inspections, reporting, commercial readiness and service improvement, while supporting the Operations Manager with the wider effective running of the sites.

The Commercial and Cleaning Manager will also have defined management responsibility for the cleanliness, hygiene and presentation of Common Ground café at Trinity Square, ensuring appropriate cleaning schedules, hygiene checks, due-diligence records and standards are consistently maintained within this food-service environment.

Join Sodexo and be part of something greater. You belong in a team where you can act with purpose and thrive in your own way.

3. What you'll do

- Report directly to the Operations Manager and take management responsibility for cleaning and commercial operational delivery across the Sodexo-managed Northumbria University accommodation portfolio.
- Lead the delivery of consistent cleaning, presentation and commercial-readiness standards across Trinity Square, Winn Studios, Glenamara House and New Bridge Street.
- Maintain a visible management presence across the accommodation portfolio, regularly visiting sites, supporting colleagues, monitoring standards and ensuring identified issues are followed through to completion or escalated appropriately.
- Manage relevant operational services in line with contractual requirements, agreed service standards, client expectations and Sodexo procedures.
- Drive a positive student and customer experience by ensuring accommodation, communal areas and operational spaces are maintained to a consistently high standard.

Cleaning Team Management

- Manage the day-to-day performance, deployment and supervision of cleaning teams across all four accommodation sites.
- Plan and manage cleaning resource to meet operational requirements, escalating recruitment or additional-resource needs to the Operations Manager.
- Own cleaning rotas, daily deployment, absence cover and resource changes in response to operational demand.
- Set clear expectations for cleaning colleagues, ensuring responsibilities, required standards and site priorities are understood.
- Carry out and oversee regular cleaning inspections and audits across bedrooms, kitchens, corridors, receptions, communal areas, offices and other operational spaces.
- Identify cleaning shortfalls, agree corrective actions and hold colleagues accountable for prompt completion.
- Monitor recurring issues and take appropriate management action, escalating to the Operations Manager where additional support, training, equipment or resource is required.
- Ensure cleaning schedules, checklists and relevant records are complete, accurate and maintained.
- Plan and prioritise cleaning activity around student arrivals, departures, Open Days, commercial stays and other key events.
- Lead the response to cleaning issues identified through complaints, inspections, Inventory Hive, student feedback or day-to-day observations.
- Manage the induction, training, coaching and ongoing development of cleaning colleagues, supporting performance and engagement.
- Ensure appropriate cleaning equipment, chemicals, PPE and consumables are available, correctly stored and fit for purpose.
- Manage stock control and monitoring of cleaning materials across the contract.

SMS Cleaning Management System

- Lead the introduction and ongoing management of SMS for the cleaning function across all four accommodation sites.
- Use SMS to allocate cleaning areas and tasks to cleaning colleagues, providing clear visibility of daily and planned work.
- Ensure cleaning colleagues use SMS to mark areas and tasks as completed and that records accurately reflect work undertaken.
- Use the supervisor checking functionality within SMS to verify completion, monitor standards and identify missed or incomplete work.
- Support cleaners and supervisors with training, adoption and consistent use of SMS, using system information to improve accountability, planning and service performance.

Quality, Standards and Inspections

- Take ownership of maintaining consistent cleaning and presentation standards across the accommodation portfolio.
- Carry out routine management inspections of accommodation and communal areas and ensure identified issues are followed through to completion.
- Lead cleaning and presentation readiness for client visits, audits, Open Days and other key events.
- Monitor standards of presentation and implement practical improvements to the appearance and overall customer experience of the accommodation.
- Manage room-readiness cleaning activity, cleaning checks and operational inspections during student arrival and departure periods.
- Monitor trends in complaints, cleaning concerns and operational performance and lead or contribute to improvement plans where required.

Common Ground Café – Trinity Square

As part of the wider operational remit, the Commercial and Cleaning Manager will manage the cleanliness, hygiene and presentation of Common Ground café at Trinity Square.

- Ensure clear and practical cleaning schedules are in place for the café and associated food-service areas, covering daily, weekly and periodic requirements.
- Monitor completion of café cleaning schedules and ensure tasks are carried out to the required standard and frequency.
- Ensure food preparation surfaces, service counters, sinks, storage areas, floors and customer-facing areas are maintained in a clean, hygienic and presentable condition.
- Ensure utensils, crockery, cutlery, trays, food-contact equipment and small café equipment are cleaned thoroughly and regularly, with suitable arrangements for hygienic drying and storage.
- Ensure fridges and refrigerated storage areas are routinely cleaned, including shelves, drawers, seals, handles, doors and internal surfaces.
- Ensure fridge interiors are checked regularly for spills, food debris, damaged packaging, expired products and other issues that may compromise hygiene.
- Monitor fridge condition and escalate concerns such as damaged seals, temperature issues, leaks or equipment faults promptly.
- Coordinate regular deep-cleaning activity within the café, including fridges, storage areas, equipment and less frequently accessed surfaces, ensuring these tasks are built into planned schedules.
- Carry out or coordinate routine hygiene and cleanliness checks, record shortfalls and ensure corrective action is completed promptly.
- Maintain appropriate cleaning records and checklists where required to demonstrate completion of scheduled cleaning and hygiene checks.
- Ensure cleaning products, chemicals and equipment used within the café are appropriate for the task, correctly stored and used in accordance with COSHH and relevant safety requirements.
- Ensure cleaning equipment is used and stored appropriately to reduce the risk of cross-contamination between food-service areas and other parts of the building.
- Work closely with café colleagues and the wider cleaning team to ensure clear ownership of cleaning responsibilities.
- Review cleaning arrangements ahead of busy trading periods, student events and commercial stays and arrange additional cleaning support where necessary.
- Escalate food hygiene, pest-control, refrigeration, equipment, maintenance or Health and Safety concerns promptly to the appropriate manager or team.
- Ensure faults requiring Technical Services support are reported through the correct process and followed through until resolved.
- Lead preparation of café cleaning standards and records for internal or external inspections, audits or client visits, ensuring housekeeping standards and food-service areas are maintained appropriately.

Health, Safety and Compliance

- Promote Sodexo's Zero Harm approach and lead a positive Health and Safety culture within the cleaning and commercial areas of responsibility.
- Comply with Sodexo Health and Safety policies, procedures and relevant legislation.
- Complete and encourage safety walks, observations, near-miss reporting and other proactive safety activity.
- Ensure cleaning activities are completed safely and in accordance with relevant risk assessments, COSHH requirements and safe systems of work.
- Ensure cleaning colleagues have appropriate PPE, equipment, training and competency to undertake their roles safely.
- Identify and escalate Health and Safety concerns promptly and ensure relevant compliance records are maintained.
- Manage the food-hygiene and food-safety responsibilities relating to Common Ground café that fall within the role's remit.

Commercial Operations, Student Arrivals and Departures

- Lead cleaning and presentation planning for student arrivals and departures, ensuring agreed standards and deadlines are achieved.
- Ensure accommodation and communal spaces are cleaned, checked and ready before residents or commercial guests arrive.
- Manage cleaning and associated operational requirements during summer commercial business and high-volume turnaround periods, including resource planning and room-readiness checks.
- Coordinate cleaning and presentation support for Open Days, Experience Days and other University or commercial events where required.

- Take ownership of site presentation and readiness within the role's remit ahead of important client, commercial and student-facing activity.

Customer Service and Team Working

- Maintain professional and constructive relationships with students, colleagues, University representatives, contractors and other stakeholders.
- Take ownership of operational concerns within the role's remit and ensure issues are resolved in a timely manner.
- Work closely with the Operations Manager and wider management team to maintain a consistent service across all four sites.
- Lead effective communication between cleaning colleagues and site-based teams.
- Promote Sodexo values and behaviours in all interactions.
- Support the wider team during periods of operational pressure or unexpected demand, including providing operational cover where required.
- Provide Customer Service Assistant (CSA) cover where required to support annual leave, sickness or other operational gaps and to help ensure the effective running of the accommodation sites.

Key Accountabilities

- Manage and maintain consistent cleaning, presentation and commercial-readiness standards across all four accommodation sites.
- Lead the effective delivery of cleaning services, managing people, performance, resource, SMS deployment and corrective actions.
- Maintain consistently high standards of cleanliness, hygiene and presentation within Common Ground café as part of the wider operational remit.
- Ensure operational compliance, Health and Safety and effective record keeping within the role's areas of responsibility.
- Drive positive student, client and customer satisfaction through visible management and strong service standards.
- Lead an engaged, effective, accountable and well-organised cleaning team.

4. What you bring

- Experience of working within cleaning, facilities management, hospitality, student accommodation or a similar customer-focused operational environment.
- Proven experience of managing cleaning or operational teams, including day-to-day performance, deployment, absence cover and service standards.
- A strong understanding of cleaning standards and the importance of hygiene and presentation.
- Good organisational and planning skills with the ability to manage competing priorities across multiple sites.
- A proactive attitude and willingness to take ownership of issues while recognising when escalation is required.
- Strong attention to detail.
- Good communication skills and the ability to work professionally with colleagues at all levels.
- Confidence in managing, coaching and providing clear direction to operational colleagues.
- Ability to work effectively both independently and as part of a wider team.
- Ability to identify service shortfalls, take ownership of corrective action and implement practical solutions.
- A flexible approach to working hours and duties to meet operational requirements.
- IT literacy and confidence using systems to allocate, record, monitor and report work; experience of digital cleaning-management systems would be advantageous.
- An understanding of Health and Safety requirements within an operational environment.
- Experience within student accommodation or a comparable residential environment would be advantageous.
- Previous experience of managing multi-site cleaning services would be advantageous.
- An understanding of food hygiene principles would be advantageous due to the role's responsibilities within Common Ground café.
- Experience of supporting commercial accommodation, hospitality or high-volume turnaround activity would be advantageous.
- Experience of inspection, audit, quality-monitoring or performance-management processes would be advantageous.
- This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

5. Management Approval

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Document Owner	Head of Operations and Residency Living		
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