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| Function: | Corporate Services- Operations |
| Position:  | Cleaning Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Michael Smith- Soft Services Manager |
| Additional reporting line to: | Damien Harkin – Contracts Manager  |
| Position location: | Seagate Technology, Springtown, Derry |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be responsible for the cleaning and servicing of areas, as allocated by the Soft Services Manager to the standard required by the client and Sodexo.
* **Customer & Client Focus;** Deliver customer service to build valuable long-term relationships with colleagues, customers & clients.
* **Impact & Influence;** Communicate to build relationships and interact appropriately with others.
* **Continuous Improvement:** Seeks to raise standards and improve quality of performance and service.
* **Working with others;** Works effectively & professionally with others to achieve the desired results.
* Promote an ethos of team work and to instill a culture of continuous improvement.
* Support the Contracts Manager and management team in building long term profitable relationships with the client.
* Maintain existing business by delivering operational excellence.
* Supervise the motivate high performing cleaning teams to achieve KPIs
* Supervise the services to agreed scope of works as measured by both qualitative and financial targets.
* Ensure that the working environment is supervised in line with company client and company health and safety policies and procedures.
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To clean areas as specified on cleaning schedules and have concise knowledge of areas.
* To ensure that specified areas are cleaned efficiently and in a timely manner to the required standards- this is to include weekly and periodic tasks.
* To clean areas as directed by Soft Services Manager or Supervisor
* To carry out tasks or any reasonable request as specified by Soft Services Manager and Supervisor.
* To use chemicals safely as detailed in COSHH (control of substances hazardous to health) assessments.
* Ensure that safety signage is used appropriately i.e., wet floor signs on wet floor.
* Ensure that cleaning stores are kept tidy and well organised. Equipment must be stored safely.
* Have a full working understanding and clear knowledge in the use of all cleaning equipment, materials and agents and the use of cleaning equipment as directed by the Soft Services Manager only after correct training has been provided. Attend training courses and meetings as required to maintain contract standards and assist in carrying out the role efficiently.
* Provide cover in other areas in times of sickness and staff holidays.
* Ensure all equipment is kept clean and maintained in safe working order. Report any defects to Soft Services Manager or Supervisor immediately.
* Be available for out of hours work including weekends.
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service which Sodexo provides.

People* Reward and recognize the team, utilizing the Sodexo initiatives
* Support with the development of a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement
* Support the delivery of all statutory and bespoke training

Client * Ensure you fully understand the daily cleaning schedule for your area
* Seek opportunities to provide additional value services to the client
* Be professional, positive, helpful and friendly to client and their staff
* Promote Sodexo brand, deliver Sodexo values
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Report any equipment that is faulty. Mark as faulty and do not use.
* Report low levels of cleaning materials to Soft Services Manager or Supervisor in a timely manner to allow for more to be ordered.
* Report any hazards or potential infringements of Health & Safety to Soft Services Manager or Supervisor immediately.
* Complete all mandatory and ad-hoc training as required.
* Supervise all activities within the assigned area
* Ensure compliance with all company & client policies, site rules and statutory regulations.
* Ensure you have the training you need to deliver the role expected of you. It is your responsibility to advise your line manager of your training needs.
* Support the cleaning managers in managing the cleaning service.
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| 4. 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. |
| * Comply with all security regulations for cleaning materials, equipment and buildings as laid down by the client and Sodexo
* Report and take necessary action for any incidents or accidents, fire, theft, loss, damage, or other irregularities.
* Comply with all client and Sodexo site Health & Safety directives and house rules.
* Staff to punch out on their break times and punch in again when their break is over if taking lunch off site.

**Health and Safety** * Ensure health and safety policies and procedures are adhered to
* Ensure the correct accident reporting procedure is followed
* Support with implementing the Sodexo Environment safety Management System

Business Improvement * Be proactive in overcoming barriers to success
* Provide feedback on how we can improve our performance, to the Contracts Manager
* Look for and implement opportunities to drive Sodexo revenue and labour productivity in your unit.
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| 2. 5. 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. |
| * Covering half a million square foot of factory, this is a significant task for the cleaning operatives who maintain an excellent standard throughout.
* Each cleaning operative will have their designated area to clean.
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * COSHH trained.
* Health & Safety training.
* Comply with the company and statutory regulations relating to safe systems of work, Health & Safety, hygiene, cleanliness, fire and COSHH.
* Adherence to Seagate site rules and procedures
* Zero accidents.
* Near misses and hazards are reported to line manager immediately.
* Employee is not to leave site during working hours unless authorisation is sought from Line Manager. This is for site Health and Safety purposes.
* Employee to support colleagues in delivering a high standard of service throughout the site.
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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. 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. |
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| Employee signature |  |
| Date |  |
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| Manager signature |  |
|  Date |  |