

**DEFENCE & GOVERNMENT SERVICES**

Job Description:   
Cleaning Services Administration Officer

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| Function: | | Defence & Government Services | |
| Generic job: | |  | |
| Position: | | Cleaning Services Administrator | |
| Job holder: | |  | |
| Date (in job since): | |  | |
| Immediate manager  (N+1 Job title and name): | | Cleaning Services Manager | |
| Additional reporting line to: | | Senior Supervisors | |
| Position location: | | Merville Barracks, Colchester PFI | |
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| 1. Purpose of the job | | | |
| Responsible for providing all activities associated in relation to Cleaning Services as part of the team, ensuring:   * Provide daily administrative support element to the Cleaning Service * Assist in delivering Service Excellence and Customer care to customers and client. * Develop an understanding of Facilities Management with a view to future professional development * Deliver to the standards of service as detailed in the Service Standard Statement (SSS), associated authority regulations and ensure the schedules of the contractual terms and conditions are achieved, maintained and developed for the assigned operational business area. * Support the Cleaning Services Manager as requested. | | | |
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| 2. Dimensions | | | |
| N/A |  | | |

Draft. Version: 27-03-2014

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| 3. Organisation chart |
| Cleaning Services Manager  Administration Officer    Senior Supervisor  Senior Supervisor      Supervisor  Supervisor  Supervisor  Supervisor  Supervisor  Supervisor |

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| **4. Context** |
| Daily undertaking of assigned tasks in supporting the delivery of Cleaning Services.   * Role is linked to an Institute of Workplace Facilities Management (IWFM) qualification * Comply with all Sodexo company policies/procedures * Comply with all legislative requirements * Adhere to any local client site rules and regulations * Role model safe behaviour |

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| 5. Main assignments |
| Daily undertaking of assigned tasks in supporting the Cleaning Services delivery via the following:   * Comply with all legislative requirements, Sodexo policy and MOD regulations and procedures * Maintain personal files for all Cleaning employees below Supervisor level * Assist supervisors with maintaining monthly audit records * Answer cleaning office phone relaying messages as required * Record all holidays in line with company policy on Kronos * Maintain manual annual leave records for all Cleaning employees, and send returns to payroll * Daily operation and adjustments on Kronos/Right Time, reporting to Senior Supervisor * Work with supervisor team to ensure annual and 6-month PDR’s are completed on time * Keep all administration folders up to date * Receive en-suite cleaning returns from supervisors and Authority sign-offs ensuring accurate records are kept * Issue all communications from Sodexo to cleaning employees in a timely manner * Assist management team to maintain compliance with statutory and company policies and requirements. * Complete First Aid Box Checks and keep records (Monthly) * Provide administrative support as and when required e.g. filing, photocopying, typing, and other relevant administrative tasks * Order Stationery and uniforms for the department when required and as directed * Keep records of all training, including Great training. To encompass online records on p drive, and local training card records. Update supervisors on a monthly basis to ensure targets are met * Receive on the job training/attend training courses as necessary * Keep current PXG and BPSS records, advising employees of renewal dates and liaising with security to submit required documentation * Maintain all vehicle documentation required by Company Vehicle drivers * To maintain excellent client/customer relationships * To attend team briefs, huddles and meetings as required * To attend performance development reviews to discuss job standards and agree development activities * To maintain a clean and tidy work area at all times * To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required * To care for all available resources including equipment, materials and supplies as directed * To report any near miss occurrences, accidents or faulty equipment to management * To ensure effective communication with line manager, team, customer and client organisation * To maintain all areas of responsibility to the set service standards and in line with applicable service offer * To carry out any other reasonable tasks and/or instructions as directed by management |

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| 6. Accountabilities |
| **Continuous development**   * The role holder will be required to undertake continuous development to include internal apprenticeships * The role holder will be responsible for supporting the continual development and improvement of services, increased productivity, and reduced costs. |

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| 7. Person specification |
| Essential:   * Practical numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication. * Competency in IT and Office components such as Word and Excel * Discreet and aware of the need for confidentiality * Able to work on own initiative or within a team environment. * Willing to learn and develop own skills. * Prepared to undertake qualifications in Facilities Management |

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| 8. Competencies |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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