

JOB DESCRIPTION

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| Position Title | General Services Manager | Department | Operations |
| Generic Job Title | General Service Manager | Segment | Independent Education |
| Team Band | A | Location | Oxfordshire |
| Reports to | Group Manager | Office / Unit name | LVS Oxford |

ORGANISATION STRUCTURE



Main Responsibilities

- Effectively manage the Sodexo and LVS housekeeping teams to ensure that exemplary services are provided at the school.
- Manage resources and promote an ethos of teamwork and to instil a culture of continuous improvement.
- To be responsible for the service at the school leading the team ensuring delivery against Key Performance Indicators.
- Act as the primary representative of Sodexo on site by the effective management of all services to ensure the delivery of both qualitative and quantitative results
- To ensure the financial aspects of catering and housekeeping operations are managed professionally and within the financial guidelines.
- Motivate, train and lead a high performing team to achieve their objectives
- To attend appropriate training courses, conferences and meetings as directed by the company or the client

Accountabilities

- Coordinate and direct all activities within the school covering catering and housekeeping
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Recruit, induct and develop talented employees within the business portfolio and to manage poor performance in line with Safer Recruitment Policy and Procedure.
- Identify opportunities for organic growth and new business.
- Management of Health, Safety and Environmental Legislation relating to Sodexo's areas of responsibility ensuring the statutory requirements are met and all records maintained up to date
- Responsible for driving Continuous Improvement through the contract.

Operations

- Check and Review the work of Managers and cleaning supervisors.
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in the unit.
- Plan and check that marketing initiatives are implemented surrounding in particular Fresh Food from Scratch.

People

- Select, recruit and induct the right team.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing the PDR process
- Communicate regularly – face to face team briefings. Adopt the 'focus on five' principles.

Client

- Ensure all staff deliver to the service standards agreed in the contract with the client.
- Attend meetings and termly formal review reports for the client.
- Implement Clients for Life processes in your unit.

Finance

- Complete the unit budgets and forecasts.
- Protect the company's profit by delivering your Sodexo budget each month.
- Generate back up for all accounts and maintain high quality records.
- Ensure stock, debt and assets are properly controlled

Business Improvement

- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.

Key Performance Indicators (KPIs)

- Operate to budget
- Labour management –operate to budget
- Client satisfaction – positive feedback from client loyalty survey
- Business Plan actions
- Unit Fresh Food from Scratch audit scores – to be a green score
- People Management HR Audits- to be a green score
- Health & Safety Compliance- Safegard Audit score must be Green

Skills, Knowledge and Experience

Person Specification

Essential Criteria

- Strong level of literacy and numeracy
- Experience of managing an overall budget with diverse functional components (i.e. catering, cleaning, etc.)
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions/approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development, willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- Able to successfully implement changes

Sodexo is committed to safeguarding and promoting the welfare of children and young persons within the environments in which it provides services, and applicants, employees and casual workers must be willing to undergo child protection screening applicable to the post, including checks with past employers, overseas where required, and the Disclosure and Barring Service.

It is the staff member's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact. They will adhere to and ensure compliance with Sodexo's Child Protection (Safeguarding) Policy at all times.

If in the course of carrying out the duties or the role, the employee or casual worker becomes aware of any actual or potential risk to the safety or welfare of children or young persons in the establishment within which they are working, they must report these concerns to their line manager, Account Manager, HR Department or Designated Officer immediately

Job Description and Objectives

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| <u>Job Title:</u> | Domestic Supervisor |
| <u>Reporting to:</u> | Services Manager |
| <u>Liaison with:</u> | Domestic Assistants, the broader Estates team, external suppliers, students and parents as may be required from time to time. |

Purpose of Role

To diligently perform and maintain high standards of cleanliness as part of a team during term time as well as during holidays. The site is operational for 52 weeks per annum.

To develop and encourage team work

To monitor and control where necessary the consumption of light equipment and materials

To take responsibility and adhere to a safety culture

Main tasks and Responsibilities:

- To ensure all cleaning tasks are completed to the onsite standards
- To cover general cleaning duties as required
- To ensure all cleaning team members are fully trained to carry out the required duties and that this training is recorded on their training record card
- To keep up to date with all personnel requirements
- To carry out tasks in accord with instruction as given to you by the Services Manager
- To maintain high standards of cleanliness, safety and hygiene around the site
- To use the correct chemicals / materials / equipment according to the task in line with COSHH data using the appropriate PPE
- To ensure equipment is properly maintained at all times and report any equipment malfunctions using the correct procedure
- To store equipment in a safe, clean manner after use
- To assist in the storing, issuing and receiving of stock items, chemicals etc.
- To ensure cleaning cupboards / store rooms are kept clean, tidy and secure
- To store all materials / chemicals and equipment in locked cupboards
- To attend meetings and training sessions as required
- To report all defect of furnishing, equipment etc. to your line manager
- To work alongside other departments where necessary and to carry out any other reasonable request as specified by the Services Manager
- Wear the correct uniform, PPE when required and adhere to the company dress code at all times and to present yourself in a clean and tidy manner
- Report any safeguarding issues immediately

- Full working knowledge of the areas in the building which are covered by Domestic services.
- Responsible on a rota system for the opening of the Campus, including main gates/ doors and internal areas as specified to ensure Domestic Services Operatives gain access in a timely and efficient manner to their areas of work.
- Responsible for work allocation to the Domestic team in accordance with the allocations issued by the Services Manager.
- Ensure that housekeeping standards are laid down, trained to staff, logged on training record cards and maintained
- Ensure that the safety signage is used appropriately at all times, e.g. wet floor signs and "warn" customers where possible.
- Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Charity/ School regulations, wearing full uniform as specified
- Control cleaning stores/ laundry areas to an acceptable level, ensuring rotation and safety in storage.
- Collect stores as required from the relevant stores.
- Control the issue and usage of cleaning materials/ laundry products.
- Carry out regular control checks to monitor housekeeping operative's performance and adherence to standards.
- Complete the necessary checklists and any other required documentation as required.
- Ensure strict supervision of all assets used in conjunction with the housekeeping service.
- Liaise with the Domestic Services Operatives to identify training required to implement the standards to facilitate the running of the service and deliver training as required.
- Be aware of the condition of the equipment, organise repairs/replacements as appropriate with the Services Manager. Ensure that all equipment is in safe working order, checked regularly and serviced. Report any faults to management, ensure they are rectified and ensure equipment is not used until safe.
- Maintain up to date knowledge of all chemicals in use and training in COSHH Regulations.
- Comply with all Charity/ School policies/procedures and site rules and regulations.
- Comply with all Charity/ School policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place.
- Cascade the information from the meeting back to the Housekeeping Operatives.
- Deal with lost property, ensuring correct procedures are followed.
- Participate in any necessary training and team meetings as required to complete job responsibilities to the Charity/ School standards.
- Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of the Campus.
- Report any customer complaints or compliments and take some remedial action if at all possible.
- Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate.

- Cover in other areas during periods of holidays and sickness when requested by the Services Manager.
- Carry out other reasonable tasks as directed by management.

Health & safety & Training

- To ensure awareness of individual responsibilities related to HSE and fire procedure
- To attend and complete all relevant training pertaining to the role, manual handling, COSHH etc.

General

- This job description identifies the current main duties and responsibilities of the post, but as the role and nature of functions develop these may change. A flexible approach is required in the undertaking of the duties of the post.
- The Job description will be subject to review in consultation with the post holder and changed accordingly.
- Manage your annual leave requirements in conjunction with your Line Manager and colleagues to ensure no clashes occur. Holidays to be taken outside of non-term period unless otherwise agreed by the Services Manager.

Signed: **Date:**