

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Cleaning Supervisor

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| Function: | Defence & Government Services |
| Generic job:  |  |
| Position:  | Cleaning Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Mess Manager |
| Additional reporting line to: | Hotel Services Manager  |
| Position location: |  |
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| 1. Purpose of the job  |
| * To supervise all cleaning services within the operational business area
* To support the manager to ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* To supervise all aspects of performance of an assigned group of direct reports
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| 2. Dimensions  |
| Revenue:n/a | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Cleanliness of mess accommodation, communal mess areas and mess main kitchen to the required standard.
* Maintain professional work standards at all times, working within the requirements of Company Health and Safety Procedures
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * 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
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To supervise and provide hands on support with the day-to-day cleaning operations and organisation of the cleaning department within the mess
* To ensure that all areas are monitored and maintained in accordance with HSWA and COSHH regulations
* To assist in the control of all chemicals and equipment in line with HSWA and COSHH regulations
* To assist the Mess Manager with the Company Quality Assurance Audit and contractual service audits as specified
* To ensure the satisfactory management of waste disposal management within the mess
* To develop one’s own skills and knowledge within current position.
* To maintain a safe system of work within the Company Health and Safety Procedures
* To assist colleagues with departmental responsibilities once duties are completed
* To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To ensure that your team’s PDR’s are completed and agree development activities
* To attend your own performance development review 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
* Ensure that all written communication represents a professional image to customers, clients and staff
* 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 supervise the team fairly and drive engagement
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| 6. Accountabilities |
| * Ensuring that monthly chemical orders are placed in a timely manner and that suitable levels of stock are maintained
* Ensure that chemical stock is stored safely in COSHH cupboards and stock transfers/issue is recorded
* Complete accurate weekly and end of month chemical stock counts
* Pass all internal and external audits
* Control waste in line with targets

Leadership and people* The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance* The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Financial management* The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as employee rostering

Relationship management client and team* The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate

Operational management* The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the defence quality management system (DQMS)

Service excellence* The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised

Continuous development* The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action
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| 7. Person Specification  |
| Essential* Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
* Ability to solved problems and liaise with your line manager to implement appropriate actions
* Previous experience of working in standards driven/compliance environment
* Strong knowledge of health and safety and COSHH regulations
* Ability to prioritise and deploy resources effectively

Desirable* Client relationship experience
* British Institute of Cleaning Science (BICS) qualified
* Knowledge of external cleaning developments and innovations
* Experience of working within military environment
* Previous experience of effectively supervising a team
* Leadership skills and knowledge
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| 8. Competencies  |
| N/A |

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| 9. Management Approval – To be completed by document owner |
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| Document Owner | NM |

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