

Housekeeping Supervisor

Position Title	Housekeeping Supervisor	Department	AstraZeneca
Generic Job Title		Segment	Corporate Services
Team Band	Unbanded	Location	Cambridge

Organisation

Operations Manager

Customer Service Manager

Housekeeping Supervisor

Job Purpose

Housekeeping Supervisor to lead the housekeeping team. This is an opportunity for customer focused individuals to implement a world leading food and facilities management company, which can offer unrivalled opportunities for career progression.

Core Duties

- Ensure all housekeeping meets the specifications and standards set by the client, as directed by the Housekeeping Manager and Operations Manager
- Ensure the housekeeping team operates in a professional manner at all times, portraying a positive working culture and work ethic
- Motivate and lead all employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
- Liaise with contractors to manage site waste

Accountabilities or “What you have to do”

Operational

- Manage and operate a daily handover sheet detailing all information which needs to be handed over.
- Ensure all individual housekeeping requirements are in place before the delegates arrive
- Ensure full compliance in relation to the purchasing of all products/equipment necessary to deliver the cleaning service
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager
- Comply with all relevant sections of the Client Quality Assurance Audit.
- Build and maintain excellent client relationships
- Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
- Ensure the standards across the sites are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- Manage and control all stock, cleaning and chemical requirements used within the department
- Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary
- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate
- Comply with all Sodexo Company policies/procedures and client site rules and regulations
- To carry out the Duty Manger role as per roster, undertaking all tasks within this role

People

- To manage recruitment, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training.
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
- Comply with the procedures as laid down within the Unit Personnel Manual or as advised by the Human Resources Manager.
- Support with the monthly team briefing meetings using the Company Team Brief format.
- To monitor and report all staff absences
- Ensure all team members training is kept up to date.
- To organise the H&S and QS documents and maintained and audit ready
- Complete weekly stock takes and manage onsite stock levels.
- To complete permit training and manage outside contractors onsite where possible
- To complete any reasonable requests from Management
- Ensure Time Clocking is approved and up to date.

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Building occupants receive a quality experience

- All faults, issues and concerns are addressed and resolved in a timely and efficient manner
- All users have access to the floor steward as required
- Floor audits show full compliance with SHE regulations
- Building occupants follow site rules
- QFM reports show relevant jobs logged and actioned
- All services on floor are maintained in good working order
- Compliance with all SLA's
- Building users supported to carry out their business seamlessly

Competencies

- Ability to multi task
- Proactive
- Excellent communicator.
- Resilient
- Working with others
- Good listener
- Ability to prioritise
- Excellent interpersonal skills.
- Attention to detail.
- Reliable and trustworthy
- Ability to work on own initiative.
- Flexibility that is focused to delivering exceptional customer service.
- Can-do attitude.
- A Hands On approach

Knowledge, skills and experience

- A high level of customer services / host experience in prestigious environments.
- Previous experience of providing similar service bundles via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service.
- Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements.
- Good understanding and experience of working in a mailroom/reprographic environment and using hotel principles to successfully deliver services
- Experience with focusing on individual customer requirements and care whilst meeting required service levels.
- Awareness of the need to provide services in a sensitive manner such as not to affect AZ's business, reputation or share value.
- Ability to handle feedback in a calm, structured and professional manner.
- Attention to detail
- Ability to challenge ideas and opinions in sometimes confrontational situations

Essential

- People management skills

- Knowledge of the cleaning industry
- Sound communication skills

Contextual or other information

This position will be a key part of a one team approach to providing a quality customer experience for the users of the new AZ head office. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.