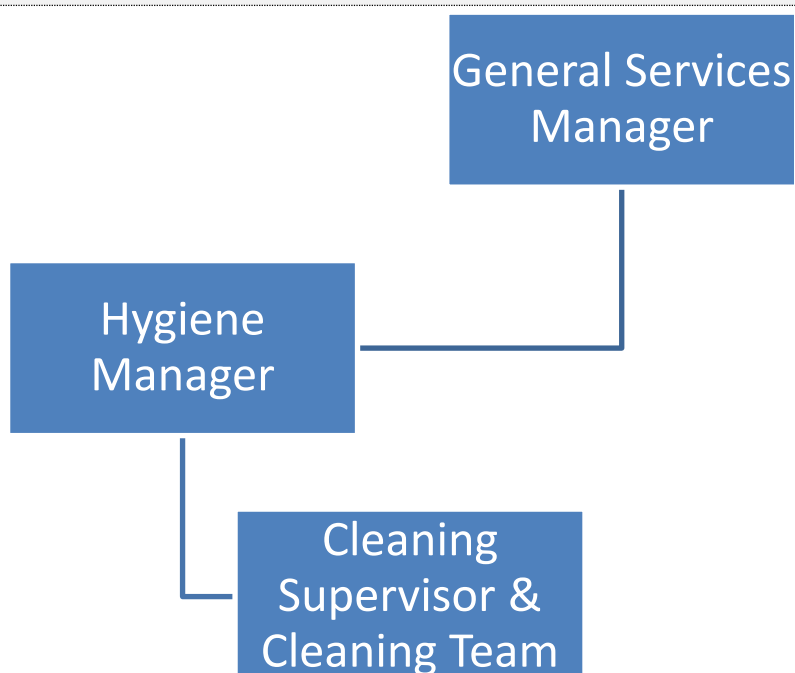


Job Description: Hygiene Manager



Position Title:	Hygiene Manager
Generic Job Title:	Cleaning Manager
Contract Hours:	40 hours
Team Band:	Global Grade TBC
Segment:	Energy & Resource
Immediate manager (N+1 Job title and name):	Joanne Young, General Services Manager
Position location:	Phillips 66 Humber Refinery

- 1. Organisation chart** – Indicate schematically the position of the job within the Organisation. 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.



2: Job Purpose

- Day to day management of cleaning team to ensure effective service delivery of the cleaning operation and full compliance with client contract, legislation, and cleaning specification.

3. Accountabilities or “What you have to do”

- Ensuring the cleaning service are delivered in line with the client contract and are compliant with agreed service specifications
- Ensure that labour and all other costs are maintained within unit budget.
- Recruit, induct, and develop cleaning supervisors and cleaning / lab operatives in line with company policy and the development program
- Ensuring full compliance with Health, Safety and Environmental policies
- Proactively seeking to drive operational efficiencies and introduce innovation
- Ensure that all staff training is delivered and up to date.
- Communicating effectively with cleaning supervisors and cleaning team, and holding regular weekly/monthly team meetings,
- Undertaking a range of people management duties including recruitment, inductions, training and development plans and absence monitoring/management
- Managing the ordering and distribution, and effective stock control of all cleaning materials and consumables
- Undertaking cleaning audits in relation to service delivery / compliance, at contractually agreed frequency. Monitoring and acting on any areas with room for improvement.
- Attend all relevant training courses as identified by your line manager.
- Prepare client / GSM reports as required
- Attend HOD's / team / client meetings as required
- Collate and input accurate payroll information.
- Monitor and report on all staff absences and sickness. Complete “Return to Work” interviews for all sickness absences and take required action if trigger rates are reached.
- Perform other such duties as may be reasonably requested by your line manager.

4. Key Performance Indicators or “What it will look like when you are doing a job well”

- Cleaning standards delivered in line with the client contract
- Quality Assurance Audit scores meet or exceed standard specified in client contract
- Positive relationship with client
- All costs including labour cleaning materials, consumables, subcontractors are controlled in line with budget
- Financial records are accurate and up to date
- All H&S procedures in place and up to date, with evidence of environmental initiatives
- All staff training is up to date
- All staff are fully engaged in PDR process
- Employee personnel files are kept up to date
- All purchased completed via nominated suppliers only
- Full compliance with the relevant service offer
- All staff paid accurately and on time
- Staff absences / long term sickness managed proactively, in line with Sodexo HR policies and procedures
- Active involvement with wider Sodexo cleaning & lab community, eg regional networking groups, support for mobilisation activity, budding and mentoring etc
- Sodexo values of Service Spirit, Team Spirit and Spirit of Progress are demonstrated by manger, and embedded within the cleaning and lab team

5. Essential

- Commitment to service excellence
- Previous experience of managing and leading a team
- Ability to prioritise and deploy resources effectively
- Sound knowledge of H&S
- Good knowledge of the cleaning and laboratory industry
- Excellent communication skills
- Good literacy and numeracy skills
- Computer literate

6. Desirable

- IOSH Managing Safely
- BICSc assessor
- BIFM Qualification
- NVQ in relevant discipline
- Knowledge of laboratory environment