**Mobile Cleaning Supervisor**

**Role Responsibility**

* To supervise the day-to-day operations and organisation of the cleaning service line
* To support line managers in all areas as required and deputising as requested during any absence periods
* To ensure that all areas are monitored and maintained in accordance with HSWA ,COSHH, Sodexo procedures and codes of conduct specific for contract
* Complete and assist with any audits as specified by line manager
* To maintain a clean and tidy work area at all times and lead by example, always ensuring the 3 checks for safety are followed by all
* To follow all company polices and procedures in relation to driving and upkeep of company vehicle
* To report any near miss occurrences, accidents or faulty equipment to management immediately
* To ensure effective communication with line manager, team, customer and client organisation
* To support the management of rota’s effectively, ensuring that all shifts are covered and any issues regarding attendance are escalated
* To complete stock orders as and when necessary
* To supervise the team fairly, administer training and drive engagement, encouraging use of available platforms whilst promoting and supporting local and contract wide initiatives
* Manage waste in line with procedures and sustainability initiatives/targets
* To support with Recruitment, Vetting, Induction Training and Development of new starters
* To be an ambassador for Sodexo by ensuring positive behaviours, high standard of personal appearance and exceptional service delivery whilst carrying out your duties

**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 payroll.

**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

**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.

**The Ideal Candidate**

Essential

* Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
* Good knowledge of health and safety and COSHH regulations
* Must hold a full driving licence with 2 years minimum experience
* Must be flexible and be able to work mornings and evenings as required