

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Periodic Cleaning Supervisor

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| Function: | Defence & Government Services |
| Job:  | Periodic Cleaning Senior Supervisor |
| Position:  | Cleaning Supervisor  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Steve Ault |
| Additional reporting line to: | Andy Parrish |
| Position location: | Colchester PFI |
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| 1. Purpose of the job |
| * To supervise all services within the cleaning 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
* Oversee periodic cleaning service operations as directed by line management.
* Control all chemical orders and distribution for Colchester PFI.
* To work to the Service Standard Statement for Cleaning.
* Control all Soft Services Framework processes, the management and delivery.
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| 2. Dimensions |
| Revenue FY13: | €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  | * Only add if relevant (delete any information not required)
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| 3. Organisation chart  |
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| **4. Context**  |
| * 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 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 attend your 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
* 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
* To be responsible for the handling and security of all stock, equipment within the department
* Daily supervision of periodic cleaners and resolution of any immediate issues
* To be responsible for the management of all chemical related ordering and distribution throughout Colchester PFI
* To support and deliver all chemical related training as required.
* To provide periodic cleaning services support across the site including using cleaning equipment, materials and supplies as directed when appropriate to clean different areas within the site
* To provide support for any additional ad-hoc services provided as required, for example administrative or office support
* To have overall responsibility for periodic cleaning, including planning, scheduling, monitoring and process checking
* To provide cover for and assist with duties related to other cleaning senior supervisor posts as and when required
* To carry out any other reasonable tasks and/or instructions as directed by management
* To check work being carried out by cleaning team via self-audits, and in process checks
* Report any damages to facilities to the Sodexo help desk
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| 6. Accountabilities  |
| * Ensure the standards required within the SSS are met
* Adhere to budget constraints surrounding chemical purchasing for site, and meet targets
* Ensure full compliance with SSF training requirements
* 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 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 with legal, regulatory and company requirements including the quality management system (QMS).

**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:* Previous experience of working in cleaning supervisory operational role
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Driving licence
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Working to budget

Desirable:* Experience of working within military environment
* Leadership skills and knowledge
* Knowledge/qualification in Health & Safety and Food Safety
* Analyse problems analytically, develop opportunities and implement innovative solutions
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| N/A – this section is for management job descriptions only |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 01 January 2018 |
| Document Owner | A B J Parrish |

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