

Job Description:   
Hospitality & Cleaning

Support Coordinator.

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| Function: | Delivery,coordination & support for site catering & cleaning Services | |
| Job: - | Hospitality & Cleaning Services. | |
| Position: | Services Support Coordinator. | |
| Hours of Work:- | 37.5 hours per week as Required | |
| Rate of Pay | £9.50 | |
| Immediate manager | Jim Dougall (general manager) | |
| Additional reporting line to: | Anne Clark (Cleaning manager) | |
| Position location: | Edrington Queen Street | |
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| 1. Purpose of the Job | | |
| To coordinate, produce & deliver general services at the required times to company standards, within the agreed specification and to the agreed performance. Assist with onsite cleaning services, as required.  Qualitative and financial targets. To complete all administration relating to the services. | | |
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| 3. Organization chart |
| **ORGANISATION StRUCTURE**  General Manager  Jim Dougall  Cleaning Manager.  Ann Clarke.  Head of Talent  Cleaning Supervisor  Services support Coordinator |

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| **4. Context and main issues** |
| **Flexibility:** Changing business needs requiring flexibility relating to service. Hours of work, daily duties relating to site needs and requirements.  **Time management:** flexible approach to business Needs; - for example :- emergency cover requirement’s HR or Health & safety issues.  **Compliance:** Identifying issues and have the ability to resolve rectify and drive a progressive service. |

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| 5. Main assignments. |
| * Ensure the “service” at point of delivery is to the required standard and that the customer is receiving the best quality service at all times in line with our Clients’ and Sodexo specifications. * Have the ability to work and time manage on own initiative, be able to communicate, maintain & build on client & customer relationships. Initiatives being adopted as requested in order to meet the client’s expectations and requests. * Ensure the highest standards are achieved as required by the contract specification by “walking the services provided” and reviewing service excellence on a daily basis.      * Control of stock and ordering. Liaise with cleaning supervisor & team to assist in service delivery. * Complete health & safety administration as required, and undertake delivery of training ,supported by direct reports. * Ensure that the service offering is meeting and exceeding client expectation through the full and correct use of company tools i.e., customer feedback / surveys * Monitor and review daily/weekly work tasks in order to report the impact of service delivery and satisfaction in order to determine actions to address areas of under performance * Adhere to Company policy and standards and deal with continual non-compliance through appropriate performance management routes * Ensure that all costs and expenditure are within the budgeted levels agreed between with line manager * Understand the services that Sodexo offers and the end-to-end process of Sodexo’s operating systems and procedures for the services that you are responsible for delivering and be able to speak about these services to your customers and Clients. * Ensure compliance at all times and comply with all client and company policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH to include awareness of any specific hazards in the work place. Train your team in all aspects of Health and Safety requirements – mandatory.   Client – Key Responsibilities   * Work in partnership with the Client staff to establish and deliver what they require from the business on an ongoing basis and ensure these requirements are being met by you and the Company. * Be professional in all that you do and be able to provide service information that is requested by the client and be able to demonstrate that you are managing the business. * Ensure you are available to the client and that the client has the confidence to contact you about on site matters. |

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| 6. Accountabilities. |
| * Meeting room coordination & site Hospitality delivery. * Communication & Customer Relations. * Site Audits carried out and action as required. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good standard of communication. * Previous catering and support services experience. * Excellent interpersonal skills and ability to communicate with customers, clients and staff at all levels. * Time management and organisational skills. * Ability to work well under pressure. * Ability to achieve & set standards in hygienic service delivery. * Positive approach to learning and identifying training needs. * Self-motivated * Ability to work effectively on own or part of a team. * Flexible approach to the role is essential. |

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