JoB description

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| Position Title | Sodexo Facilities service  Supervisor | Department:- | Operations: Facilities |
| Generic Job Title | Sodexo Facilities Supervisor | | |
|  | | Location:- | Warwick area |
| Reports to | Site Facilities contact (Client)  Sodexo, Group manager | Office / Unit name:- |  |

## ORGANISATION StRUCTURE

Sodexo Group Manager

Site Client Facilities Contact

Head of Talent

Site Engineering Manager

Facilities Supervisor x 1

Site Cleaners x 2

#### Job Purpose

* You will be expected to Deliver and where needed oversee all Sodexo Services whilst on

duty and take appropriate action where needed (i.e. in times of a crisis) to ensure the services are

delivered in a competent and safe manner at all times.

* Control and maintain the Hygiene & Sodexo services to the standard required by Sodexo and the client

according to the service specification and health & Safety.

* Control and maintain any Sodexo contractors on working or delivering to site, Client “Permit to work” procedures to be adhered to.
* To work and support the Facilities service functionality at the site
* To undertake all tasks in a competent and Safe manner and to report any incidents to either themselves or where you may observe unsafe activities by Others to the site Client contact
* To enable a “Self Cover” service delivery, both FM assistants will be required to Cover the others absence (Planned) and where possible support unplanned absence (aprox 4 weeks per annum)
* To Work weekends if required to support “Out of hours work” and may require permit to work enforcement, notice will be given for such occurances, reimbursement will be either Overtime opayment or time in lieu

#### Accountabilities or “what you have to do”

* Deliver exceptional customer service to build valuable long term relationships with colleagues,

Customers and clients.

* To oversee the cleaning of the site in accordance with the scope of works.
* Communicates to build relationships and interacts appropriately with others.
* Seeks to raise standards and improve quality of performance and service.
* Works effectively and professionally with others to achieve the desired results.
* Report any accidents / incidents and completes initial investigation and “Due diligence” paperwork at required by Sodexo and Client
* To look out for the welfare of any other Sodexo working Colleagues in accordance with Sodexo procedures whilst in the workplace.
* To control and issue cleaning equipment and materials when on duty (part of handover to daily cleaners).
* To report all maintenance defects or equipment faults to the Facilities Helpline (Access to PC required) ensuring equipment is taken out of service until repaired.
* Ensure that all equipment is in a safe clean working order, checked weekly.
* To ensure that all site and Sodexo procedures are adhered to in

Accordance with the Health and Safety Policy and Client site procedures.

* To ensure that all problems, disputes and complaints in relation to the Sodexo services are dealt with promptly and escalated to the Site lead or Sodexo group manager.
* Regular checks of cleanliness and Health & Safety issues in all areas. Action any issues which may arise and report safety observations.
* To attend meetings and training courses as requested.
* To wear issued uniform and PPE (WHERE REQUIRED) whilst on duty, must be clean and well maintained, any replacements must be requested to your Sodexo contact
* Report any absence to your line manager (group manager or site lead) in accordance to the agreed site rules for absence reporting
* Work to high standards of personal performance, hygiene, appearance, cleanliness at all times.
* COSHH Handling of Chemical waste products in a safe and complaint manner, including storage arrangements
* Complete Emergency Spillage response
* Manage, Record and complete “Planned maintenance checks” such has fire alarm checks, Quarterly Visual checks on Electrical appliances

#### Skills, Knowledge and Experience

Essential

* IOSH trained or equivalent
* Good communication skills.
* Experince in preventative Qualified and licensed to drive a Counterbalance Fork truck
* Ability to adhere to all health and safety practices.
* High levels of personal hygiene and appearance.
* Ability to achieve standards to performance criteria & recording.
* Positive approach to learning in the role and identifying own training needs as appropriate.
* Self-motivated.
* Sense of own initiative.
* Ability to work effectively as part of a small team.
* Flexible approach to role.
* Ability to manage other assigned employees.
* Ability to work to timed schedule.
* Ability to problem solve in the time of an unforeseen event.
* COSHH trained. (including Emergency spillage response)
* Understands Absence Reporting.
* Attendance of training requirements.

Desirable

* Experience in working in an environment where compliance to standard is key.

#### Dimentions

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| *Other* | * Holiday requests – 2 weeks notice for 1+ day * 1 months Notice for 1 weeks holiday or more * Any more than 10 working days – written requests to line manager contact. |

**Contextual or Other information**

* Smoking only permitted in designated Areas.
* Personal Mobile phones must be stored in lockers provided, Constraints may change from time to time. Unless authorised by your line Manager you should not have your mobile phone about your person
* During the course of his/her duties the post holder may have access to or witness confidential information, which must NOT be divulged to an unauthorized person at any time or published on any social networking web sites.
* Whilst every effort has been made to ensure the details of this job description are correct – due to the varied requirements of the soft services industry,this job description may be

Subject to change (under notification restraints)

* To carry out all other reasonable tasks and requests (providing that they encompass your

Capabilities and Competences) made by the Sodexo management team.

* During working hours,Breaks must be staggered so that service areas are not left without cover.

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| I Agree that I have been fully briefed on my job role and that my job description has been explained.  Employee Signature ……………………………………………………………….  Employee Name ………………………………………………………………  Date ..……………………………………………………………  Manager Name  Manager Signature ……………………………………………………………….  Date ……………………………………………………………… |