

Job Description:

Cleaning Manager

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| Function: | Defence |
| Position:  | Cleaning Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name):  | Service Manager  |
| Additional reporting line to: |  |
| Position location:  | Wellington Bks, London |
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| 1. Purpose of the Job  |
| * To plan, organise and coordinate an effective delivery of cleaning service to the client organisation across Wellington Barracks, in line with service level agreement and agreed performance indicators.
* To measure existing service provision and proactively seek ways of continuous improvement.
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* Continually monitor all cleaning standards and hygiene standards and ensure they are maintained at the highest level
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| 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  | Key performance indicators (KPIs)* Labour, consumables, chemicals and cleaning materials will be controlled in line with agreed budget each month.
* Employee performance will be managed, regular feedback will be giving and output measured.
* Employee’s will be fully trained and engaged.
* Cleaning standards will be delivered in line with contract, or exceeded.
* Work processes will be improved continuously to ensure efficient service delivery
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| 3. 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. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * To act as the duty manager on call when required
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
* May be required to work unsociable hours in line with business requirements
* To manage a cleaning team across Wellington Barracks, London
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* Continually monitor all cleaning standards and hygiene standards and ensure they are maintained at the highest level
* Ensure operational excellence within your area of responsibility for labour management and performance
* Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
* To manage performance and development of your team
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| 6. Accountabilities  |
| * **Leadership and people**

You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of cleaning services ensuring the team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of front line teams. You will lead by example and champion effective communication. You are responsible for the recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures.* **Risk, governance and compliance**

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. **Financial management**You are responsible and accountable for the financial delivery and performance of your business area in line with annual budgets. You are responsible for ensuring all financial targets are achieved within the framework of absolute financial control. You are responsible for contributing to the monthly financial review process against KPI’s and ensure follow up on all improvement plans to support delivery of budget at local level.* **Relationship management client and team**

You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client’s business environment, developing and maintaining strong relationships. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.* **Operational management**

You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.* **Service excellence**

You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.* **Continuous development**

You are responsible for continual development and improvement for the cleaning services, resulting in improved services and reduced costs. Continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the pre set budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Experience of working in a similar role within the service industry at a comparable level in a company
* Previous cleaning experience
* British Institute of Cleaning Standards
* Knowledge of external cleaning developments and innovations
* Proven team leadership
* Management knowledge of health & safety
* Experience of managing budgets to target
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Client Relationship Management
* Brand Ambassador

**Desirable*** Awareness of quality management systems e.g.ISO
* IOSH qualification
* British Institute of Cleaning Science (BICS) qualified
* Knowledge of external cleaning developments and innovations
* Experience of cleaning management within services contract
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**EXAMPLE**

**EXAMPL**

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Growth, Client & Customer Satisfaction  | Leadership & People Management |
| Rigorous management of results |  |
| Commercial Awareness |  |
| Employee Engagement |   |

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