

Job Description:
Cleaning Supervisor

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| Function: | Corporate |
| Position:  | Cleaning Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Cleaning Manager |
| Additional reporting line to: | Soft Services Manager |
| Position location: | Leonardo, Yeovil |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| **Job Purpose**To Support the Cleaning and Soft Service’s Manager in all activities as part of a TFM contract including sub-contractors and cleaning services to meet the contracted specification, SLA’s and KPI’s.  |
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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 FY15: | £2.7m | EBIT growth: | tbc | Growth type: | Organic | Outsourcing rate: | n/a | Region Workforce | Yes |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Mathew Elliston |
| Cash conversion: | tbc |
| Characteristics  | * Annual budget £2.7M. Fixed Price and Variable Contract
* 2 Direct reports with approx 60 staff
* Services to support include: All cleaning, general, workshop & industrial, Horticulture, Portering. Subcontracted: Waste, Pest Control, Window Cleaning, and Hygiene Services.
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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. |
| Account ManagerSoft Services ManagerHorticultureSub-ContractorsCleaning ManagerCleaning Supervisor |

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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. |
| * Modernise our service offer to ensure that we are fresh
* Have the ability to sometimes manage conflicting priorities when we do not have the resources available. The ability to maintain good customer relationships is essential even when demands are high.
* Be prepared to undergo training or attend courses when required.
* All client house rules to be understood implemented and monitored where appropriate.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Delivery of a consistent level of service, within the Company's standards, to the contract specification and service offer
* Compliance to company policy’s and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* Client satisfaction
* Achieve KPI Audit scores as agreed
* Achieve supervisors objectives set
* Deliver agreed budget targets
* Employee engagement
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensure operational, planned and reactive and activities are effectively planned and scheduled and undertaken on time and in accordance with Statutory Legislation, appropriate maintenance specification and agreed SLA response times
* Ensure compliance with all Health & Safety legislation and Company/Client Health & Safety practices and procedures.
* In accordance with contractual SLAs and KPI’s – meeting or exceeding targets within the cleaning scope
* Liaise with and escalate issues to the Cleaning Manager in accordance with escalation processes
* Gain a sound understanding of the Client’s business goals and objectives.
* Manage the cleaning teams performance and ensure service delivery is in accordance with contractual SLAs and KPIs.
* Assist the Cleaning Manager in achieving account commercial targets
* Maintain accurate records of works completed and associated financial costs. Use this information to report to the Cleaning Manager on a regular basis.
* Assist in the preparation of operational procedures, emergency and contingency plans to achieve best working practices and demonstrate continuous improvement.
* Oversee Cleaning employee activities and ensure all safety aspects are managed and monitored in accordance with site procedures and requirements.
* To assist and develop succession plans within the Cleaning team, continuously motivate the team by coaching, assessing, developing and maximising individual potential
* Operate Sodexo QA procedures and maintain clear and legible records as required under ISO 9001 – 2000.
* Ensure for the appropriate training of staff, including system operations and Health and Safety, updating the training matrix to meet the competency/recent requirements.
* To ensure 100% compliance to all standards set by Sodexo, customer and other governing bodies.
* To Support the Cleaning Manager in times of absence
* To ensure a clean and tidy work ethic is installed utilising the 5s and LEAN methodology.
* Be accountable for all HR issues relating to your areas of responsibility including PDR’s and disciplinary & capability investigations/hearings
* To manage recruitment as per the companies policies and procedures
* To assist with inductions and training as per the companies requirements and “great” training packs. Manage the site training Plan.
* To hold regular staff meetings and toolbox talks to ensure clear communication within the team, ensuring that they are minuted. Where actions arise from these meetings ensure that they are completed and recognised where possible.
* To assist on other sites within the LH portfolio as may be necessary in an emergency
* To attend meetings and training courses as required.
* Actively seek and identify opportunities for business growth within the contract.
* Supports the financial performance of the contract where applicable through reducing costs and or managing Sodexo resources of all types effectively.
* Supports the wider Sodexo team beyond their own remit in line with business requirements on their own initiative or as and when requested.
* All staff are required to positively engage, support and participate in Sodexo activities, initiatives (including New Ways of Working) and communications where 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 |
| ***Essential**** Ability to achieve and set standards and operate to performance criteria
* IOSH
* Self-motivated
* A good understanding of Microsoft office and Outlook
* Ability to work effectively as part of a team and comfortable in issuing simple instructions
* Good interpersonal skills and ability to communicate effectively with customers, clients, and employees
* Good organisational skills and be able to effectively manage time
* Ability to work well under pressure
* Literate & numerate

***Desirable**** Previous experience of Leading a team in a cleaning environment
* Flexible approach to role
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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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| * Client Growth and Customer Satisfaction
 | * Innovation and Change
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| * Rigorous Management of Results
 | * Brand Notoriety
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| * Leadership and People Management
 | * Planning and Organising
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| * Analysis and Decision Making
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| * Industry Acumen
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Louise Claydon |

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