

Job Detail

Reference No. : SEN0003
Position : Cleaning Service Manager
Job Type : Full time
Department : Admin
Job Location : Manchester
No of Opening : 1
Education : 1
Experience : 1

Job Description Comments :

Responsibilities:

The role of Area Manager is vital as you are to co-ordinate the operations function ensuring client satisfaction at various sites. It is important that clients and staff are greeted in a warm, courteous and professional manner. Clients should have their enquiries dealt with within 24hrs. You are responsible for keeping up to date records and manage working systems

Working relationships:

All Departments within the organisation, clients and cleaning operatives

Key tasks:

Provision of cover cleaning operatives, often at short notice and may require the Area Manager to personally clean the site if a cover operative cannot be sourced. Responsibility for contract/cleaner performance and monitoring. The Service Manager must be informed of issues.

Client Relations:

This includes building a good rapport and listening to the clients, taking notes, advising the client when you will get back to them, investigating, solving issues and reporting back to the clients within agreed timescales.

Responsibilities:

- Keeping the Service Manager informed.
 - Management of all directly employed staff, including recruitment and selection, training, performance management, staff retention and immigration compliance.
 - Completion of starter forms to meet published deadlines.
 - Stock control.
 - Ensuring that sites have correct stock levels and products on site within budget.
 - Complete monthly order sheets and ensuring they are handed in to meet published deadlines.
 - Attending new client site meetings with sales person, ensuring setup and provision of staff.
 - Adhering to TUPE compliance at all times.
 - Attend training and meetings as required.
 - Understand and implement the organisation, service, standard procedures and policies including, with the guidance of Service/Ops Manager, staff disciplinary.
 - Ensure timesheets are completed within budget and correct.
 - In the event of incorrect entries, disputes to be resolved.
 - All of the aforementioned to meet published deadlines.
 - Contact point for enquiries from departments including sales, stores, administration, accounts and payroll.
 - Site visits. A minimum of twice monthly ensuring both client and cleaners are met.
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- Service Performance Reports to be completed on one of the visits, however, if there are issues on site an SPR must be completed on both visits.
 - Arranging maintenance and repair of cleaning equipment, including communicating back dates of PAT testing needed.
 - Ensure sites are Health & Safety compliant (report any concerns to the H&S Director)
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- Provision and maintenance of site reference manuals at all sites in designated area including Health & Safety documentation, COSHH, data sheets and risk assessments, signing in/out books and communication books.
 - Any additional ad hoc duties and tasks as required

Core Skills :

- A positive hands on approach
- Multi tasker.
- Excellent communication skills and client facing skills.
- Organised, methodical and 'can do' approach.
- Flexible in working hours.
- Strong Leadership skills.

- Maintain consistency under pressure
- Eye for detail
- Confidence in managing staff and sites of all sizes and location