

**In Store Cleaning Manager**

<b>Job Title:</b>	In Store Cleaning Manager
<b>Department:</b>	AFS
<b>Reporting to:</b>	Area Manager
<b>Responsible for (staff):</b>	Up to 15 depending on location
<b>Location:</b>	Bishops Stortford
<b>General Purpose of Role:</b>	To assist the Area Manger to provide an efficient and professional cleaning service that meets the client requirements and supports the cleaning operatives in the day to day issues.

**ACCOUNTABILITIES**

- The recruitment and supervision of staff
- Induct, train and manage site operatives
- Manage Rotas – Take accountability to ensure all holidays and sickness are covered on site
- Ensure a professional and agreed service to the clients
- Be responsible for maintaining the overall cleanliness
- Ordering of stock as directed by Area Manager
- Proactive reporting of all Health and Safety issues
- Coach and support cleaning operatives to meet client standards and company objectives
- Monitor and manage the control of labour, consumables and cleaning materials within given budgets
- You will contribute to the overall achievements of its objectives
- Comply with policies and procedures relating to child protection, H&S, data protection, equal opportunities, resource management and employment
- Co-operate with client / contract on matters of health, safety and welfare to enable the company to meet its statutory obligations
- Use all equipment and substances in accordance with their training and instruction and ensure Health & Safety, quality and general procedure compliance
- Contribute to the overall ethos, aims, and reputation of the business
- Undertake training and development as required and use your own expertise to assist, where appropriate and necessary, with the training and development of fellow employees
- In Store Cleaning Managers / Supervisors will be responsible for the logging of their own working hours using the relevant recording system on their site or signing in sheets.
- To ensure the Phoenix absence reporting systems is followed correctly
- Ensure that the client receives their full service to the required standard. Where there is a short fall in what we are delivering, ensure this is addressed immediately to remedy
- Respond to our clients concerns in a quick and professional way. Referring all relevant information to your Area Manager and support services i.e. HR were required

## KNOWLEDGE AND SKILLS

### Key Relationships:

- May supervise a small team – typically spending more than 50% of the time Supervising
- Able to organise a small team of individuals carrying out similar tasks
- May assist less experienced staff
- Manages the delivery of a team and escalates individual performance issue

### Experience

- For non-supervisory roles perform skilled work requiring technical training (ILM Level 2 or equivalent)
- Up to 2 years business experience
- Strong communication skills, verbal and written

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others