

JOB DESCRIPTION

Job Description:

Area Operations Manager

L2

Reports to:

Senior Divisional Operations Manager

Main purpose:

To assist the Division in achieving their business goals by managing a portfolio of clients, delivering a first class service and achieving financial targets.

Accountable for:

- The day to day cleaning and associated services and activities on the site(s).
- Wages, site budgets and costs for associated services.
- Managing service partners and their delivery
- Managing health and safety, COSHH on site(s) and managing the contract in line with method statements and risk assessments
- All area human resource functions

Responsibilities:

- Plan, develop and implement strategy for organisational development
- Monitor, measure and report on organisational development plans and achievements within agreed appraisal and objective guidelines
- Monitor performance according to agreed standards and take necessary action to communicate/advise/assist according to performance levels
- Manage and control departmental expenditure within agreed budgets
- Manage and control P&L for your agreed area, report and anomalies and put together corrective action plans
- Advertise, recruit, induct train and pay site staff within company guidelines
- Manage attendance and timekeeping on site(s)
- Manage disciplinary activity on site(s), to agreed levels
- Maintain up to date training records for all management within your area and ensure on site training records are in place
- Ensure that management appraisals occur within your area and personal development plans are put in place
- Identify areas of succession planning within your area and liaise with Training to identify areas of development
- Produce oral and written reports, as required, for LOCC directors and client on the contract position
- Utilise and maintain communication channels on site(s)
- Manage associated services through LOCC staff and sub contractors
- Ensure all machinery and chemical are used according to company and legal requirement
- Contribute towards continued growth and development of contract, company and LOCC staff

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Candidate Specification

- Previous operational experience in a similar service environment
- Excellent interpersonal skills –demonstrate the ability to communicate and influence at all levels internally and externally.
- Excellent communication skills- verbal and written including the ability to collate and produce Management Information reports of the highest quality.
- Demonstrate team leadership skills and the ability to contribute as an effective team member within the Divisional Management Team.
- Demonstrate a positive client focussed approach and the ability to build and maintain effective client relationships.
- The ability to organise your workload, juggle priorities and meet deadlines.
- Self motivated and enthusiastic.
- Demonstrate a basic knowledge and understanding of Health and Safety and HR legal requirements (IOSHH qualification desirable)
- The ability to work flexibly – including evening work.
- Have a basic understanding and experience of managing P&L accounts and strict wage control.
- Able to actively up sell commercial innovations or bolt on services.
- Computer Literate with some experience of Word, Excel and Powerpoint packages as a minimum and the use of Microsoft Outlook.