

JOB DESCRIPTION



JOB TITLE: DIVISIONAL OPERATIONAL MANAGER L1

REPORTS TO: OPERATIONS DIRECTOR

RESPONSIBLE FOR: AREA MANAGERS/SUPERVISORS/CLEANING OPERATIVES]

MAIN PURPOSE:

Together with the other 2 Divisional Operational Managers [DOM's], provide support to the Operations Director in managing a team of Area Managers, Supervisors and Cleaning Operatives.

Proactively manage a portfolio of blue chip contracts in excess of £1m, ensuring that agreed KPI's, SLA's and financial targets are met ; a high quality service and effective and constructive working relationships are maintained and developed with your clients.; a viable profit for the operation is produced and that you actively seek opportunities to introduce value for money initiatives.

ACCOUNTABLE FOR EFFECTIVELY MANAGING AND MONITORING:

- Daily 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, including COSHH in line with relevant policies, legislation, method statements and risk assessments.
- Staff recruitment, development, support, appraisal, performance and attendance in line with company policies.

KEY RESPONSIBILITIES:

- Monitor performance according to agreed standards and take appropriate action to maintain and improve those standards to meet client needs.
- Developing and maintaining a positive and constructive working relationship with the clients.
- Manage and control contract expenditure and wages within agreed budgets
- Advertise, recruit, induct train and pay site staff within company policies and guidelines

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- Manage staff attendance, timekeeping and work performance , taking appropriate action where required under the relevant HR polices/procedures
- Ensure training records are in place and up to date for all staff.
- Ensure that managers and supervisors appraisals take place and personal development plans are agreed and actioned.
- Identify areas of succession planning and liaise with the training department to identify areas for development
- Produce accurate, timely “user friendly“oral and written reports, as required, for LOCC Directors and the client on all aspects of contract delivery.
- Develop and maintain effective two way communications with the client, staff, subcontractors and associated service providers.
- Manage associated services through LOCC staff and sub contractors.
- Ensure all machinery and chemicals are used according to company and legal Health and Safety requirements.
- Carry out monthly quality and Health and Safety audits.
- Together with the other 2 DOM's, deputize for the Operations Director as and when required.

GENERAL

- This job description may be subject to change to meet the needs of the service, in consultation with the post-holder.
- Any other responsibilities/duties that are consistent with the requirements of this role

CANDIDATE SPECIFICATION

- Previous management experience at a similar level – preferably within the cleaning sector-
- Excellent interpersonal skills –demonstrate the ability to influence at all levels internally and externally.
- Excellent communication skills- verbal and written - including the ability to collate and produce monthly and quarterly Management Information reports of the highest quality.
- Demonstrate team leadership skills and the ability to contribute as an effective team member within the Divisional Senior 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 with a “can do” approach to our business and clients.
- Demonstrate a basic knowledge and understanding of Health and Safety and HR legal requirements.
- The ability to work flexibly – including some evening work, regional or international account visits.
- Have managed and understand the expectations of Blue Chip clientele with an annual turnover of £1m.
- Have a thorough understanding and experience of managing P&L accounts and strict wage control.
- The ability to organise multiple supplier schedules and ensure fulfilment of works via your Area Managers.
- Able to actively up sell commercial innovations or bolt on services.