

# JOB DESCRIPTION



**Job Title:** Operations Manager

**L3**

**Reports to:** Account Director

**Responsible for:** Supervisors/cleaning operatives

**Main purpose:** To proactively manage the contract on site; ensure agreed KPI's, SLA's and financial targets are met and that a high quality service is delivered to the client. Develop and maintain an effective working relationship with the client[s].

## **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
- Service partners and their delivery
- 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 HR policies.

## **Key Responsibilities:**

- Monitor performance according to agreed standards and take appropriate action to maintain and improve those standards to meet client needs.
- Develop and maintain a positive and constructive working relationship with the client.
- Manage and control contract expenditure and wages within agreed budgets
- 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 on the contract
- Ensure that Supervisors appraisals take place; Personal Development Plans are agreed and action taken to implement them.
- Ensure that Supervisors hold regular staff meetings with all staff, producing an agenda and minutes.
- Ensure that regular tool box talk training sessions are held with Operatives.
- Identify areas of succession planning within the contract and liaise with the training department to identify areas of development
- 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
- Contribute towards continued growth and development of contract, company and LOCC staff.
- Carry out daily and weekly quality audits with client.

## **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 communicate and influence at all levels internally and externally.
- Excellent written skills –able to produce management reports both internally and for our clients.
- Demonstrate team leadership skills and the ability to contribute as an effective team member within the Management Team.
- Demonstrate a positive client focused 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 the ability to motivate your team.
- Demonstrate a basic knowledge and understanding of Health and Safety and HR legal requirements.
- The ability to work flexibly – including evening and weekend work.
- Have a thorough understanding and experience of managing budgets and enforcing strict wage control.
- Experience of working with a range of computer packages eg excel, power point.