

JOB DESCRIPTION

JOB TITLE: Night Cleaning Supervisor

LOCATION: JPMorgan 25 Bank Street

REPORTING TO: Night Manager / Operations Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

As a Cleaning Supervisor you will be responsible for all day to day aspects relating to the management and maintenance of the cleaning service on site. You will need to provide sufficient cover and allocate cleaning tasks during periods of staff absence or holidays, monitor cleaning operatives' attendance, communicate any staffing issues immediately to your line manager and respond to all requests within a reasonable time frame as required.

Main Duties & Responsibilities:

Role duties:

- Develop and maintain strong relationships with clients and colleagues to ensure effective customer service and client satisfaction through regular contact
- Carry out regular cleaning inspections, address areas where cleaning standards do not meet required standards, record cleaning audits
- Work closely with good communicate with day supervisors to ensure cleaning standards are maintained
- Assist the Operations Administrator with timekeeping duties and update overtime diary nightly
- Monitor PRISM work order system to ensure all tickets are opened and completed within allocated response and completion time
- Monitor equipment on the contract and ensure that they are safe to use
- Monitor timekeeping and attendance within the team. Escalate any concerns to the Line Manager

- Through appraisal, identify development needs, set targets and evaluate training needs for the team
- Assist management team with HR in line with company policies
- Monitoring of sub-contractors to include quality control of works in line with RAMS
- Overseeing and checking planned maintenance and periodical works
- Work with team leaders with ordering of cleaning equipment, consumables and uniforms ensuring they meet with- budget and sufficient stock is always available on site
- Ensure the sites meet the required SLA & KPI standards as per the contract
- Undertake any necessary duties and requests by the management team
- To ensure all Health & Safety procedures are followed and challenge any activity not following established procedures, escalate any concerns to Line Manager
- Monitor compliance with Risk Assessments, enforce the control measures and stop anyone who fails to comply
- Ensure that Cleaning Operatives, Sub contractors under your responsibility receive suitable induction training and information for emergency procedures
- Ensure Task work Assessments and safety provisions have been explained with the employee and signed prior to work commencing.
- Identify and correct hazardous conditions
- Assist management with investigation and reporting of accidents/ incidents revision of RAMS.
- Actively represent ABM values on site by being presentable, uniformed and helpful, always willing to go the extra mile

Person Specification:

- Supervisory & cleaning experience preferred
- Ability to communicate at all levels, with good written and spoken English
- Basic IT skills is essential
- Ability to work to set schedules and on own initiative
- Flexible and proactive attitude essential
- Understanding & knowledge of workplace health and safety policies
- Experience of co-ordinating a range of tasks and individuals

Essential

- Positive can-do attitude
- Computer literate – outlook, word, excel
- Organizational skills
- Leadership skills
- Previous experience in similar role
- IOSH Managing safely (Desirable)
- First Aid Certificate (Desirable)
- Able to undergo client security checks for vetting procedure before start date. More information detailed below in the 'Additional Information' section.

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.