

JOB DESCRIPTION

JOB TITLE: Night Supervisor

LOCATION: Wells Fargo, London

REPORTING TO: Night Services 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:

- Day to day liaison with the Manager on a range of service delivery matters.
- To ensure that all team members carry out their cleaning duties in a correct and timely manner in accordance with cleaning specification and standards.
- To carry out cleaning assignment responsibilities as designated by the Manager.
- Under the direction of the Manager, co-ordinate the response to any unforeseen incident or problem including staff absenteeism.
- Complete building inductions & training for all Cleaning Operatives.
- Ensure that all team members are familiar with and adhere to the Company's Policies and Procedures.
- Conduct quality audits to ensure service delivery adheres to the requirements of ISO9001.

- Take responsibility for making all Cleaning Operatives aware of and that they are familiar with the correct use of all equipment and materials. Responsible for control and distribution of cleaning material ensuring stock rotation and safety in storage.
- Complete HR related tasks for the staff under your control as agreed with the Manager.
- Needs to represent ABM values on site by being presentable, uniformed, and helpful always Willing to go the extra mile
- Experience of co-ordinating a range of tasks and individuals
- Always follow the Company Policies and procedures
- Ensure that Cleaning Operatives or visiting workers for whom they are responsible receive suitable induction training and information about emergency procedures.
- Ensure the necessary risk assessments have been done and the safety provisions relating to the work discussed with those doing it.
- Confirm that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training
- Document and reporting of training given to Cleaning Operatives
- Ensure that the work environment and equipment are safe and well maintained
- Identify and correct hazardous conditions
- Investigate accidents or incidents and revise risk assessments where necessary
- Monitor compliance with risk assessments, enforce the control measures and stop anyone who fails to comply.

Person Specification:

Essential

- Ability to communicate at all levels, with good written and spoken English
- Basic IT skills essential
- Ability to work to set schedules and on own initiative
- Flexible and proactive attitude essential
- Understanding & knowledge of health and safety policies

Desirable

- Supervisory & cleaning experience preferred

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.