

## JOB DESCRIPTION

**JOB TITLE:** Site Operations Manager

**LOCATION:** Mansfield

**REPORTING TO:** General 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 Site Operations Manager you will be required to deliver the highest standards of cleanliness, hygiene and waste management for the client, internally and externally by ensuring that the building including all associated service roads and car parks are fully maintained and safe through a planned and reactive janitorial and waste management programme. This is a demanding role, reporting directly to the General Manager and would suit a candidate with experience of working in a fast-moving operations environment with the ability to work well under pressure. The successful candidate must be able to work on their own initiative and as part of a team with the ability to prioritise tasks and manage ever changing situations. It will be imperative that the successful candidate has a flexible approach to working hours as they will be responsible for managing up to 70 members of staff covering a 24-hour operation.

#### Main Duties & Responsibilities:

- To manage the contract in line with company policies and procedures.
- Manage all aspects of the on-site staff and non-staff budget ensuring strict guidelines are adhered to. Complete budget forecasts and monthly reconciliations.
- Ensure high standards of Housekeeping are always achieved, being flexible to meet the changing operational needs on a continual basis and to suggest new initiatives to ensure best practice is continually delivered.
- To provide professional support to the business in service-related matters and always promote the ABM brand.

- To control the delivery of the staff rota's, completion of payroll and correct manning levels ensuring compliance is always maintained.
- Lead and advise the team in managing absence and holiday records including sickness and annual leave for all site staff.
- Manage recruitment, induction, training, development and retraining of staff.
- Ensure adequate quality performance (KPI's / SLA's) measures are adhered to and any non-compliance is resolved in a professional manner.
- Undertake and manage a daily and weekly client audit program and produce accurate and informative weekly and monthly reports in line with contract KPI's.
- Investigate and record all Housekeeping incidents ensuring all key personnel are always kept fully informed, and key learning points are actioned.
- Ensuring strict compliance to the General Data Protection Regulation (GDPR) and associated regulations.
- To deliver excellent communication and motivation with site-based team including communicating daily TBT's and Health and Safety information, in order that team goals can be achieved.
- Ensure objectives, performance reviews and Toolbox Talks are completed as per company policy.
- To lead the team in the identification of training needs and ensure accurate site records are always maintained.
- Ensure on site supervisors manage their teams ensuring they are fully conversant with their individual tasks.
- Ensure the Health & Safety policies and procedures are adhered to in line with company policies and procedures.
- Manage the incident and accident reporting procedures.
- To complete all company paperwork as required.
- To conduct return to work interviews and perform absence management processes as required.
- Ensure all team members carry out their duties in a correct and timely manner in accordance with cleaning / waste specification.
- To be responsible and accountable for safety and welfare of team members
- Maintenance and correct/safe usage of all equipment on site ensuring any faults are reported and resolved as a matter of priority
- Correct usage of cleaning chemicals in line with COSHH regulations and ensuring minimal waste and sufficient stocks are always maintained.
- To make sure that all team members are familiar with and adhere to the Company's Health and Safety Policy and Procedures
- Ensure welfare needs of all team members are addressed in a prompt and expedient way obtaining advice and guidance in line with ABM policy and procedures.
- Establish/Foster and Maintain excellent relationships with all parties on site.
- Undertake any reasonable duties as required to meet the needs of the business

### **Person Specification:**

- Ability to work on own initiative proactively and with the minimum of direction.
- Ability to analyse problems and to implement solutions.
- Strong literacy and numeracy skills.
- Ability to communicate confidently, clearly and effectively, orally and in writing.

- Ability to write concise, logical and accurate reports and procedures,
- Proven time management and organisational skills with excellent attention to detail.
- Excellent interpersonal skills, with the ability to handle sensitive issues sympathetically and effectively. Ability to engage persuasively with staff at all levels across departmental and organisational structures
- Ability to manage a budget and to forecast expenditure.
- Strong customer focus with attention to detail

### **Essential**

- Understanding of Janitorial Services
- Understanding of Waste Management Services
- Understanding of COSHH regulations
- Health & Safety Certificate
- Strong IT literacy

At the request of the client the successful candidate will be required to undergo:

- DBS Check
- Onboarding and Right Crowding
- Random Drug and Alcohol Testing

### **Desirable**

- BIC'S trained
- IOSHH trained or willing to undertake training

### **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.***