

JOB DESCRIPTION

JOB TITLE: Cleaning Supervisor

LOCATION: Palace Exchange / Gardens Shopping Centre

JOB TYPE: Full time, 40h per week

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

Main Duties & Responsibilities:

You will also be required to Supervisor the team during the morning clean and the day janitor/porter team and make sure they are carrying out the tasks to a high standard and directing them to reactive issue as they present themselves. You must be proactive and be able to problem solve, with good attention to detail and reliable. You will provide customer service to the client and the clients tenants

- Various Cleaning duties
- Machine operation
- Supervising a team of cleaners
- Manage the allocation of holidays
- Monitoring and controlling periodic tasks to ensure completion to a high standard
- Completing paperwork
- Communicating with Line Manager
- Check periodical or specialist works once completed
- Training of staff
- Conducting Team briefings
- Accountable for your team

- Health & Safety
- Complete staff wages
- Supervise all site activity, which will include the tenant floors and the day time porter role
- Liasing with the client regarding after Event clean ups.

Person Specification:

- Ability to work in a fast-paced team with the ability to remain calm under pressure.
- Outstanding Communication skills both internal and external.
- The Ability to effectively prioritise your workload and build relationships.
- Excellent attention to detail.
- A customer focused approach.
- A proactive/can do attitude to work.
- The ability to work on own initiative and take full responsibility of role.
- The ability to follow process/instructions.

Essential

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.