

JOB DESCRIPTION

JOB TITLE: Soft Services Manager (Cleaning and Security)

LOCATION: Thistle Shopping Centre, Stirling

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

The main purpose of the job is to provide a professional, comprehensive Facilities Management service to the client including management of all Cleaning and Security Services for busy shopping centre location in the heart of Stirling Town Centre.

Main Duties & Responsibilities:

- Responsibility for the Soft Facilities Management for Stirling Thistle Shopping Centre
- Line management responsibilities for to Duty Managers
- Leading, coaching, developing and mentoring to on site cleaning and security teams
- Strategic planning and innovation development to enhance services across service lines
- Delivery of all client and contractor KPI and SLA targets
- Management of operational budgets
- Management of delivery of sub-contractor activity including planned schedules, health and safety and quality of works
- Ensure compliance with Health & Safety legislation and site procedures are implemented and operated to
- Assist with annual Security compliance audit
- Support Duty Managers in completion of monthly Security compliance returns.
- Liaison with client and development of a positive relationship
- Responsible for own administration

- Ensuring contract is delivered including weekly hours, cleaning and security operational compliance.
- Monitor staff performance, attendance, timesheets and overtime allocation
- Liaising with the client when required to resolve issues. Ensuring job requests are dealt with in accordance with the priority listings which include reactive and pre planned works
- Be responsible for all budgets within remit whilst maintaining agreed rosters, staff holidays, sickness records, stock management
- Ensure the overall effectiveness and efficiency of security, cleaning and customer care provision.
- Drive a one team culture across all colleagues on site while enhancing positive guest interactions for all customers on site
- Manage recruitment and selection of new staff and be responsible for administering the Company's disciplinary procedures through working with the Duty Managers to deliver.
- Manage development plans for Duty Managers and Supervisors on site to ensure succession planning and training plans are delivered
- Complete annual appraisals on all members of site security and cleaning and making all such records available for examination.
- Mentor security and cleaning teams on their appraisals and advise them on how to improve their performance where required.
- Ensure close liaison with the local Police and encourage communication and proactive engaged approach
- Co-ordinating events and attendance on site for all events.
- Deliver HR Management on site in relation with the HR team, ensuring any process and procedure

Person Specification:

- Excellent team working and team motivational skills. Developing a one team culture with high team morale is a priority within the role
- 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

Skills

- Excellent communication and interpersonal skills
- Excellent organisational and influencing skills
- Minimum 2 years' experience at Management level
- Minimum 2 years' experience of facilities management within a retail environment
- Relevant H&S Qualification (IOSH, NEBOSH etc.)
- Excellent IT literacy skills in MS Outlook, Word, Excel and PowerPoint

- Must be able to work on own initiative with a proactive and flexible attitude
- Ability to multitask and prioritise Must have a smart appearance
- Understanding of key facets in soft services management, including security and cleaning preferred
- Commercial and financial awareness, with good numerical and IT skills.

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;

ROLE BENEFITS

- Competitive salary
- 42 hours per week contract over 7
- 28 days annual leave
- Retailer on site discounts where applicable
- Cycle to Work Scheme
- Perkbox Benefits Package (Discounts) including Employee Assistance Program

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.