

Job Description

Job title	Soft Services Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide an efficient and courteous service to all customers (owners, residents, visitors). Assist in setting up and operating soft services operations. Develop and implement IMS Procedures, training plans, all routine and periodic cleaning schedules.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- To assist Operations Manager in day-to-day operation to ensure that a high level of cleanliness and hygiene is maintained in all areas maintained by EMCOR UK.
- To maintain records in the assigned areas for communication, improvement and auditing purposes
- To secure effective customer relations and feedback
- To pro-actively liaise with suppliers to purchase appropriate, cost effective chemicals and other operating supplies as required
- To assist with the preparation of annual budgets and be aware of monthly results of the actual budget
- To participate in developing and implementing new departmental standards and procedures
- To train, coach, develop and motivate subordinates to meet and exceed companies and customer expectations
- Monitor service and team work on a regular basis and counsel employees as needed
- Conduct regular walk around reports at all areas and do follow – up as needed
- Assists with rotation cleaning schedules and special cleaning projects
- To liaise with Technical department on outstanding maintenance issues for common areas and initiate a corrective action as needed
- Ensures that all employees follow safety rules and procedures and takes corrective action to improve safety of work areas
- Utilise leadership skills and motivation techniques in order to maximise employee's productivity and satisfaction
- To assist with the preparation and implementation of annual vacation plan, yearly performance appraisals
- Conduct regular meetings with subordinates and carry out regular follow up
- On issues discussed
- To service all assigned areas in a timely manner by scheduling subordinates effectively
- To ensure supervision of all maintenance and service of equipment on a regular basis and assure all set safety and security procedures are adhered to
- Report any damage or breakage of property to Help Desk and follow up on maintenance reports

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- To safeguard and control all company assets in an efficient way to meet procedures and departmental budget
- Prepares payroll and monitors overtime requirements
- Conduct all duties required from the management and superior Manager
- Maintain a favourable working relationship with all other company employees to foster and promote a cooperative and harmonious working environment

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Diploma in Hotel Management, formal training within a large janitorial company or 4/5 star hotel environment
- Experience in similar position
- Should have very good communication skills in English with strong interpersonal and leadership skills
- Must be willing to accept challenges and be a team player
- Knowledge of MS Outlook, Word & Excel, Power Point applications is mandatory
- Smart and presentable
- Good communication skills and effective customer service approach
- Good written and oral command of the English language

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	