

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

Job purpose

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

Management responsibility for the delivery of cleaning services and associated tasks, delivered through direct labour and/or supply chain. Understand key business drivers, actively develop, and implement solutions to enhance the delivery of service and align operational strategies and priorities accordingly to balance customer and business needs. Encourage staff to meet their full potential, foster teamwork by creating an environment where ideas and innovation are explored, and existing practices are challenged where improvement is considered possible.

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.

People

- Provide leadership and management of Cleaning Team, ensuring a culture of high employee engagement and participation and aligned with the overall EUK objectives.
- Responsible in ensuring compliance with EUK Policies and Procedures, including but not limited to recruitment, staff rotas, staff performance, management of staff absence, payroll, staff training and development and appraisals.
- Carry out and facilitate regular staff meetings with all direct reports to ensure open and two-way feedback on service delivery, budgets, resources, health and safety, payroll etc.

Supply Chain

- Manage and monitor appointed subcontractors for delivery of Cleaning and associated Services, including the development of service specifications, SLAs and KPIS.
- Responsibility for reviewing RAMS from supply chain and approving site access as per company procedures.

Finance/Commercial

- Be financially accountable, including the preparation, monitoring and management of the budget in accordance with contract and within the agreed budget.

Customer

- Facilitate client meetings as per contractual requirements to review and report on cleaning and associated services and be responsible for producing minutes and notes for audit purposes.
- Integrate within client activities, where requested attend client briefs and provide direct reports
- Take responsibility for building customer advocacy with all stakeholders and colleagues by fostering a collaborative and partnership approach

Performance

- Ensure data is collated and monthly KPI/SLA reports produced.
- Participate in audit programmes and inspections as required and take ownerships for remedial action.
- Analyse the business performance of the service(s), using the data to drive decision making and operational improvements.

Innovation

- Develop cleaning innovation ideas to enhance and/or adapt the working environment
- Participate in EUK Cleaning Network

Service Delivery

- Be responsible for developing and maintaining the procedures and systems necessary for providing a comprehensive service delivery for cleaning and associated services on our sites.
- Responsible for ensuring the servicing and maintenance of all cleaning machinery and equipment is recorded and managed.
- Plan, prepare and complete works within contract scope

Health and Safety

- Ensure appropriate governance is in place, so that all employees work safely, complying with all Statutory Regulations and EMCOR policy.
- Ensure all statutory, health and safety and environmental licenses, certificates and documentation relevant to areas of responsibility are available on site for audit and review
- Take responsibility for managing and maintaining staff training records and delivery of Health and Safety Team Talks
- COSHH materials recorded and updated on regular basis.
- Ensure all staff have appropriate PPE to undertake their roles and implement regular audit checks.

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.

- Previous supervisor or management experience in cleaning services
 - People/Team management experience
 - Customer/Client Relationship Management experience
 - Financial/Stock management experience
 - IT literate.
 - Good written and spoken English to ensure all relevant safety management

Advantage

- Health and Safety Management qualification
 - Any cleaning industry qualification

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.

Job Description

--

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	