

Job Description

Job title	Soft Service Supervisor	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

To assist the regional and senior soft service manager with the safe and efficient delivery of the soft service operation across the contract.

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.

- Assist in maintain and driving a good and safe working environment
- Liaison with key site customers to establish and build good working relationships
- To carry out regular welfare visits and deliver scheduled team talks
- To audit all site cleaning records and ensure all is updated on the CAFM system accordingly
- To schedule all training and ensure update record is kept of progress.
- To manage employees annual leave and arrange cover accordingly
- To ensure all soft service operatives are compliant with current health and safety regulations and personal protective equipment' (PPE) – carrying out regular H&S audits
- To complete and submit accurate weekly timesheets to the Regional Manager for approval and processing
- Responsibility for the cleaning provision and periodic activities across the site.
- To monitor and replenish central stock levels accordingly
- Survey and schedule accordingly any ad hoc job requests
- Assist with sub-contractor engagement when surveying and completing ad hoc jobs
- To manage all overtime requirement
- To carry out employee inductions
- To complete employees PPP's
- To complete employees return to works
- To manage employee performance issues
- To manage the completion of Eskillz
- Ad-hoc duties as required
- To escort and ensure compliant washroom service is complete as per schedule
- Assist with the control of car parking management as and when required
- Assist with the management of landscaping and portorage duties as when required
- To carry out cleaning audits and action plans respectively
- To assist with the provision of cover if and when required
- Assist and deal with disciplinary issues

Resource responsibilities

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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.

Essential

- Ability to demonstrate successful service delivery within the industry.
- Knowledge of handheld technology.

Advantage

- Any Soft Service Qualifications i.e. BICSc, NVQ etc.
- Soft Service Training Knowledge
- H&S Qualification (e.g. NEBOSH, IOSH)

Key Performance Indicators

- **People Management** – the ability to establish a clear sense of purpose and direction and win the commitment of others to implementing actions necessary to achieve contractual targets
- **Communications** – the ability to communicate clearly and positively all levels
- **Performance Standards** – the ability to establish, implement and monitor high standards of excellence in the areas of quality and safety within the area of responsibility

Resilience – the ability to maintain an objective and positive focus through periods of high and sustained work pressure

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 <i>Signature</i>	
Print Name	
Date	

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

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