**Role Specification** 

Section 1 – Description of the Role

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| **1** | **1.1** | **Job Details** |
|  | Job Title | **Cleaning Services Manager – UAL** |
|  | Staff Benefit Grade | B |
|  | Car Grade (if applicable) |  |
|  | Business Unit/Division | Public Sector FM (UK) - Healthcare & Education |
|  | Department | Operations |
|  | Location | University of the Arts London |
|  | Responsible to | Contract Director, Soft Services |

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| **1.2** | **Overall Purpose of the Role** |
| The Cleaning Services Manager will manage the day-to-day operations of the cleaning contract at UAL in London to ensure that standards are met and always maintained across all colleges within contract specifications, whilst leading and motivating direct reports. To operate consistently within Company policy and ensure that contractual obligations are fulfilled as well as delivering to financial targets. Responsible for over 150 staff this role will hold operational management responsibility for the Cleaning Services Department, it is highly operational and requires a well organised approach to a very busy and varied workload. The role reports directly to the Soft Services Contract Director.Responsible for the overall management of one Site Manager, 3 Hub Supervisors and Cleaning Operatives ensuring they are technically competent and fully engaged in their role. The Cleaning Manager will ensure a clean, safe, customer facing service at all times whilst also ensuring that the principal objectives of the university and its high-profile event calendar are supported.Working on a flexible basis meaning that all employees are regularly met at work during their shifts making management presence at ad hoc times the norm rather than the exception. Ensuring regular and good communications are maintained with the employees. Ensuring regular Site Quality Safety Visits and toolbox talks are completed with the staff.  |
| **Health & Safety Purpose:** To take a direct interest in the health and safety of yourself and others who may be affected by your work activities. |

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| **1.3** | **Main Duties & Responsibilities of the Role** |
| 1.3. a | **Customer Liaison*** To be the first point of contact for the management of OCS Cleaning services delivery to clients and building users.
* Demonstrate a responsive “can-do” attitude to the client, and end users.
* Provide regular progress reports and service updates.
* Responsibility for ensuring due compliance to the contract specification.
* Provide reports for the OCS management team on all aspects of service delivery.
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| 1.3. b | **Quality of Service Delivery**Overall responsibility for quality performance on the contract with respect to cleaning which will include but is not limited to:* Maintain and monitor agreed quality systems, ensuring preventative and remedial actions are taken where necessary as laid down in the contract specification.
* By daily personal inspection, ensure that the scope of contract is being correctly delivered and that service standards are maintained and improved, taking remedial action where necessary.
* Manage and motivate the teams and ad hoc contractors to provide a quality, customer friendly service always, in line with our partnering ethos/culture.
* Ensure that the work schedules are regularly reviewed to ensure best value for money and efficient delivery of services to our client requirements.
* Monitor and report on quality-of-service delivery to include cleaning related services: feminine hygiene, consumables etc.
* Monitor customer feedback and respond to customer comments.
* Monitor staffing levels to ensure adequate cover to maintain contract specification.
* Monitor productivity levels to ensure best value and compliance with the specification.
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| 1.3.c | **Personnel Management and administration*** To ensure that the OCS image is reflected positively through staff appearance and demeanour.
* Communicate regularly with staff through formal and informal channels to ensure that there is a free flow of ideas, and that morale remains high.
* Maintain staffing levels in accordance with contract requirements.
* Direct activities of all reports, ensuring that they are properly trained to fully perform their duties and responsibilities
* Maintain and meet the contract training and development plan for all staff employed on the contract.
* Ensure that the most economic resource is used to match the level/ type of skills required to do the job and optimise team flexibility, and multi-skilling.
* Ensure that OCS company philosophy is cascaded and adopted by team.
* Ensure legal, company and contractual obligations are fulfilled in relation to all employee relations matters such as disciplinary, grievance, sickness absence, maternity & paternity leave.
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| 1.3. d | **Finance*** Take responsibility for cost control of the cleaning service and promote methods to reduce costs without compromising Health & Safety or quality.
* Ensure that working practices on the contract are reviewed regularly by utilisation of most efficient working methods, minimising cost, to ensure the client receives value for money.
* Ensure the contract is reviewed regularly or in accordance with contract terms in line with agreed procedures, maintain accurate records of reviews.
* Evaluate all proposals for project works or capital expenditure and make informed recommendations to the Contract Director ensuring industry best practise is applied and value for money has been incorporated within the recommendation.
* When seeking one off services/ supplies, seek competitive quotes, utilising central OCS Procurement resource when appropriate.
* Analyse quotes and submit recommendation to management with supporting evidence. Identification of innovation and cost improvement throughout the account and the contract term.
* Ensure best purchasing practise using the companies’ nominated suppliers.
* Ensure all labour, sundry and overhead costs are managed to within the operating budget.
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| 1.3. e | **Continuous Improvement*** By using a continuous re-appraisal system, regularly review and recommend potential service improvements and/or cost savings to Management. Adopt a pro-active, innovative approach in recommending improvements and changes to the service where considered to be cost effective and ensure that this change is driven through the operation in a seamless and efficient manner.
* Develop the business, championing new and up to date market initiatives and develop additional services and business with the customer in line with strategic objectives, ensuring that the services which are available from our division and other Group Divisions are promoted wherever this provides benefit to our partnership with the client.
* Ensure that all the teams are achieving and maintaining a high standard of cleaning ensuring that audit results are consistently delivered, and the required daily, weekly, monthly records are kept and the information for UAL in all systems and applications is updated regularly
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| 1.3. f | **Building Healthy Relationships*** Develop and maintain excellent client relationships to manage the contract.
* Interface with UAL teams undertaking regular joint inspections / audits reviews and meeting KPIs targets. Produce performance review, reports and or presentations if required (content and frequency to be agreed with the UAL Contract Director) and attending meetings accordingly.
* Be an ambassador for UAL ensuring the great reputation is maintained at all times by delivering all services/projects correctly and on time including any changes to staffing levels and/or new ways of working and projects including attending UAL Estates EDI Meetings (events, specialist services, etc)
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| **1.4** | **Health & Safety Duties**  |
| 1.4. a | Ensure that all OCS and Client Health and Safety Policies and Procedures are adhered to, referring conflicts to the Contract Manager where necessary.  |
| 1.4. b | Ensure that risk assessments, COSHH records and safe methods of work records are held centrally on the contract for all working practices. |
| 1.4. c | Ensure that all OCS, Client, and ad hoc Contractors are aware of, and comply with their H&S responsibilities, including the provision of risk assessments and safe working method statements before work commences. |
| 1.4. d | Monitor and evaluate service partners for compliance with Health and Safety legislation on site.  |
| 1.4. e | Undertake regular audits of all service areas and present written reports with recommendation to management. |
| 1.4. f | Manage the delivery of all agreed remedial /emergency and planned cleaning works to ensure the building offers a safe environment for all users. |
| 1.4. g | Set a good example for others. |
| 1.4. h | Manage the safety performance of subordinates and take appropriate disciplinary action for any breaches in accordance with Company Procedure. |
| 1.4. i | Participate in any communication activities through formal and informal channels on safety matters to ensure that there is a free flow of ideas. |
| 1.4. j | **Group Safety Support:** You will be required to work closely with the Group Health and Safety team who are available to provide safety advice and support. Furthermore, you will be required to ensure that safety initiatives are implemented within your areas of control.  |
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| **1.5** | **Critical Performance Measures (CPMs)/ Objectives**  |
| 1.5. a | Effective people management and staff retention and development practices |
| 1.5. b | Financial Control and Management |
| 1.5. c | Service Delivery – Quality KPI’s & SLA’s to agreed contract specification. |
| 1.5. d | Daily contract operations - maintenance of contract operational/financial specifications  |
| 1.5. e | Compliance with all Health & Safety and hygiene obligations and responsibilities, audit success |
| 1.5. f | Quality Management & Client liaison - customer reviews/feedback |

**Role Specification** 

Section 1 – Description of the Role (Continued)

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| **1.6** | **Details of the Role** |  |
| 1.6. a | Assist direct reports with induction and training suitable staff including conducting a full induction and ongoing training in order that contract standards are maintained |  |
| 1.6. b | Ensure that staffing levels are adequately maintained by adequately coordinating annual leave, sickness absence and cover for training with the site supervisors |  |
| 1.6. c | Control wage spend in line with agreed budgets set by OCS Contract Director as well as monthly budget reviews of internal expenditure, agency temporary labour and consumables and materials recharges to UAL, additional projects and recharges and any other ad hoc services |  |
| 1.6. d | Execute the contract in accordance with the agreed specification to keep within the established cost parameters and time requirements |  |
| 1.6. e | Control all services running costs, including sub-contractors, within budgets set by the Contract Director |  |
| 1.6. f | Monitor client satisfaction and service delivery monthly, through client meetings, CBRE Helpdesk, ensuring any mitigations for failing tasks are completed and submitted on time for monthly or quarterly reporting |  |
| 1.6. g | Conduct quality audits with UAL local teams to ensure service delivery is being met, addressing any issues to the relevant OCS operational team |  |
| 1.6. h | Ensure that all site documentation is up to date, maintained and correct undertaking regular compliance audits and reviewing RAMS yearly as well as updated site files on site and company policies working with OCS Training and Compliance Manager |  |
| 1.6. i | Ensure all administration is undertaken to provide OCS management and UAL with the information they require to given deadlines |  |
| 1.6. j | Ensure activities are undertaken in line with quality management, health & safety, legal stipulations, environmental policies, and duty of care |  |
| 1.6. k | Uphold, safeguard, and promote the Company’s values and philosophy relating to ethics, integrity, and corporate social responsibility. |  |
| 1.6. l | Ensure staff performance reviews and development process is followed within the team |  |

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| **1.6** | **Scope of the Role** |
| 1.6. a | Geographic area of responsibility: | London (Covering all colleges part of UAL, London Contract) |
| 1.6. b | Total Number of Sites: | 14 Sites |
| 1.6.c | Total number of employees: | 150 plus |

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| **2.1** | **Educational Level** |
| * A good general level of education. Ideally GCSE Maths & English
* IOSH Managing Safely Qualification or NIBOSH (Essential)
* BICS Licence to Practice
* IWFM Qualification (Desirable)
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| **2.2** | **Experience** |
| * Knowledge of PC based rostering/ Time and Attendance systems (Timegate).
* Knowledge of creating rosters to suit levels of contractual requirement.
* Understanding of cleaning schedules, duties for events
* Experience within the public or corporate sectors in a large organization or venue where events and quick turn arounds take place regularly.
* Knowledge of pay roll systems
* Outstanding knowledge and a demonstrable track record of expertise in the successful management of teams at a multi-sites level
* A proven track record in Management, specifically cleaning contract in the corporate or public sector in a large building or multi sites contract
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| **2.3** | **Personal Characteristics/ for the role** |
| * Excellent team player
* Problem Solving Ability
* Strong interpersonal skills with an ability to operate and build credibility with key stakeholders
* Excellent diplomacy skills combined with the confidence and resilience to handle potential conflict situations
* Positive and proactive attitude, very operationally focused and flexible approach to work needs and demands
* Excellent attention to detail
* Outgoing and pleasant characteristics
* Excellent communication skills both written & verbal.
* Ability to interact with all levels within an organisation.
* Ability to work on own initiative.
* An ability to demonstrate sound judgement and integrity.
* An ability to work proactively with others.
* Ability to resolve conflicting issues and priorities
* Flexible working attitude to accommodate the contract requirements and changing business needs such as working weekends and unsociable hours where he/she MUST be present on site for big openings, projects, or important events (when needed)
* Good IT skills including use of Word, Excel, and Outlook and other CAFM system/applications
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| **2.4** | **Personal Characteristics/Attributes for the health & safety aspects of the role** |
| 1. Ability to follow policies and procedures
2. Willingness to bring concerns to corporate attention via prescribed channels
3. BICSc Membership desirable
4. IT Literate, MS Office/competent in the use of Excel, Power point.
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| 2.5 | Core Skills | Rating (\*) | Assessment Tool |
| 2.5. a | Focusing on the Customer | 5 |  |
| 2.5. b | Achieving Results | 5 |  |
| 2.5.c | Problem Solving | 5 |  |
| 2.5. d | Team Working | 5 |  |
| 2.5. e | Communicating & influencing | 5 |  |
| 2.5. f | Developing People | 5 |  |
| 2.5. g | Specialist Skills – *Please specify* |  |  |

*(\*) Ratings from 1 to 5. Where “1” indicates that the core skill is least relevant to the role and “5” indicates a core skill which is fundamental to the role*

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| **2.6** | **Other Details** |  |
| Driving License | Yes x | No  |
| Flexible Working  | Yes x | No □ |
| *If yes, please specify: May need to work occasional weekends* |
| Other | IWFM Qualification Level 3 or above, BICS Licence to Practice |