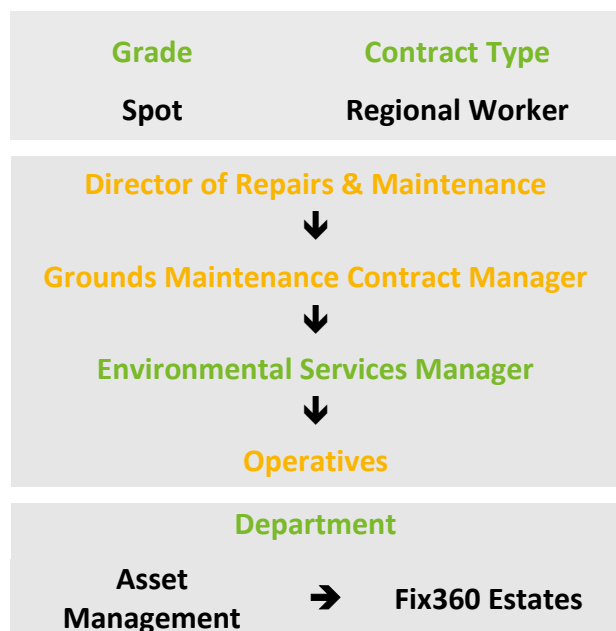


ROLE PROFILE

Environmental Services Manager



Role Overview

Supporting the Contract Manager in managing the delivery and subcontractor management of ground maintenance works, tree works, communal cleaning, pest control, clearance and flytipping for Group properties. This role requires excellent customer services and communication skills, together with an ability to use IT systems.

This post is subject to a Basic DBS check.

RESPONSIBILITIES

- Manage the performance of Subcontractors (grounds maintenance, cleaning, tree works and pest control).
- Managing a team of inhouse Grounds Maintenance Operatives if needed.
- Prioritising H&S at the forefront of all operations. Ensuring all plant and machinery is serviced, compliant and safe to use when managing inhouse teams.
- Assist new start up cleaning or GM contract or activity when required.
- Assist with monitoring and controlling the budget within area of responsibility.
- Effectively addressing and resolving complaints and customer enquiries. Proficient use in Word, communicating with customers and writing letters.
- Ensuring all records are maintained and up to date.
- Provide information to key stakeholders as required, including the Contract Manager, to support performance reviews and decision making.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Recommending GM/cleaning works to improve the communal areas of YHG properties.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Problem solving, ensuring policies are followed
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of running a GM or cleaning contract including understanding of relevant legislation
- ✓ Proven experience of managing teams
- ✓ Writing risk assessments
- ✓ Experience across environmental services
- ✓ GCSE Maths and English (or equivalent) plus IOSH or suitable Managing Safely training/knowledge
- ✓ Full UK Driving Licence

BENEFICIAL TO THE ROLE

- ✓ Tree/pest control/cleaning experience
- ✓ Social Housing experience
- ✓ Cleaning experience
- ✓ Previous use of AccuServ, FLS or GIS
- ✓ Relevant GM/cleaning qualification
- ✓ CRM/AccuServ/Microsoft Office applications