

ROLE PROFILE

Job Title: Cleaning Services Contract Supervisor	Role Reports to: Contract Manager	Business Function: Estates	Evaluated Tier:
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<p>Job Purpose:</p> <p>Support the Contract Manager in managing the delivery of cleaning services to group properties, leading a team to carry out cleaning services to standards, timescales, frequencies and budget with a priority on customer satisfaction and on the health, safety and well being of staff, public and tenants.</p> <p>Managing and agreeing cleaning rotas and inspecting and reviewing properties to ensure that they are compliant with the cleaning specification agreed with Group</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Prioritising H&S at the forefront of all operations. 2. Manage cleaning rotas and delivery to ensure that agreed specification and frequencies are complied with. 3. Ensure that cleaning materials and equipment is available when required and is in line with agreed standards. 4. Completion of site inspections and H&S audits 5. Completion of pre-work/contract surveys and the completion of specifications/works and visit frequency based on their output 	

6. Assist with new contract or new site start up activity when required
7. Conduct monthly one to one meetings with all team members setting targets, monitoring health and safety and discussing concerns.
8. Continually strive to improve customer satisfaction and reducing customer complaints, undertaking mitigation and or corrective action where needed.
9. Performance measures as set by Contract Manager.
10. Oversee quality assurance activity, ensuring outcomes are recorded accurately and shortfalls in quality and compliance standards are identified and addressed effectively.
11. Effectively addressing and resolving complaints and customer enquiries.
12. Manage relationships with front line workers and other key stakeholders to ensure Fix360's ongoing effective service delivery for the Group, acting as focal point in relation to the performance of the service including dealing with and resolving escalated issues and complaints.
13. Provide information to key stakeholders as required, including the Contract Manager, to support performance reviews and decision making.
14. Ensure complaints and enquiries are dealt with effectively, providing clear, supportive and accurate advice or signposting as appropriate and escalating complaints via the appropriate channels.
15. Manage internal and external stakeholders effectively, including colleagues and customers providing advice and support and building constructive working relationships as appropriate.
16. Manage the performance and development of your team, providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and underperformance is dealt with appropriately.
17. Monitor the performance of Subcontractors, providing feedback to ensure a quality service is provided and any underperformance addressed appropriately.
18. Conduct regular reviews of your service area, collaborating with and seeking feedback from internal and external stakeholders to identify

efficiencies and continually improve the service provision.

19. Work collaboratively with the Fix360 management team to ensure effective delivery of the wider service.
20. Lead for Equality and Diversity within your team, including Mental Health awareness, ensuring effective communications of, and compliance with, Fix360's policies and standards.
21. Ensure that health and safety requirements are met in accordance with Fix360's policy, procedures and statutory requirements.
22. Ensure that all data protection requirements are met in accordance with Fix360's policy, procedures and statutory requirements.
23. Undertake other duties commensurate with role to assist deliver of cleaning or similar works within the Estates and Facilitates Maintenance Business Unit

	Essential	Desirable
Knowledge	<p>Knowledge of health and safety regulations and good practice within a Facilities Maintenance/Cleaning Environment</p> <p>Ability to carry out risk assessments.</p> <p>Knowledge of COSHH regulations</p>	<p>Knowledge of work scheduling systems such as Accuserve, Opti-time or FLS</p>
Skills	<p>Ability to Identify, build, monitor and maintain constructive relationships with teams and stakeholders.</p> <p>Encouraging communication and willingness to share knowledge and information.</p>	

	<p>Ability to manage performance of individuals and teams</p> <p>Analytical in relation to mapping and improving interactions between business functions, customers and suppliers.</p> <p>Ability to drive continuous improvement in contract performance and operational service improvements.</p> <p>Ability to show initiative and propose solutions to issues identified.</p> <p>Effective stakeholder management, both internally and external to the organisation, including the ability to successfully persuade and influence others.</p> <p>Evidence of using sound judgement when making effective decisions.</p> <p>Results driven with strong analytical skills, including the ability to critically analyse complex information, and experience of providing meaningful management information.</p> <p>Commercially aware with a focus on</p>	
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	<p>continuous improvement and the ability to drive change.</p> <p>Customer focused with excellent communication skills, both verbal and written, with the ability to work at all levels within the business.</p> <p>Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities.</p> <p>Proficient in the use of Microsoft Office.</p>	
Experience	<p>Experience in the Facilities Maintenance/Cleaning industry, ideally working within a customer focussed housing organisation</p> <p>Experience of successfully leading, managing and motivating teams, including managing team performance in a matrix structure.</p> <p>Experience of managing teams comprised of internal labour, and external contractors</p> <p>Experience of mobilising cleaning contracts</p>	

Qualifications/Education		<p>Relevant health and safety qualification e.g. IOSH, or equivalent.</p> <p>Relevant professional qualification.</p> <p>Professional membership of a relevant industry body</p>
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People Management Responsibility?	<p>Managing teams of personnel in a matrix structure</p> <p>Managing external contractors</p> <p>Instilling teamwork, responsiveness, commercial and social thinking</p>	
Budgetary Responsibility?	Budget Management	
Key Relationships (internal/external)	<p>Internal</p> <ul style="list-style-type: none"> • Managing Director • Head of Operations • Contract Managers • Scheduling Manager and team • H&S Advisor • Functional Managers <p>Connected</p>	

	<ul style="list-style-type: none"> • Client Representative • Contact Centre personnel • Procurement Manager • Key trade suppliers and subcontractors
<p>There will be the requirement to travel to other locations to effectively perform this role.</p> <p>The role will be exposed to sensitive information; therefore the role holder is expected to maintain levels of confidentiality at all times.</p> <p>In order to fulfil the requirements of this role, you will be required to work flexibly during the hours of operation.</p> <p>It is a requirement that the role holder holds a current, valid UK driving licence.</p> <p>The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.</p> <p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	



Key Role Performance Indicators

General KPIs

1. Reduction in Sickness Absence levels and staff turnover
2. Delivery of staff one to ones
3. Delivery of site audits specific

Operational KPIs

1. Compliance with published visit frequencies
2. Customer complaints/Customer compliments received
3. Compliance with specification (via site audits)
4. Near misses reported
5. Downtime/productive time
6. H&S compliance checks
7. Cost reduction targets
8. Customer satisfaction survey results



Date Role Profile Created/Updated:			
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date