JOB DESCRIPTION

JOB TITLE: Commercial Building Cleaning Manager

POST NO:

DIRECTORATE/SERVICE: Commercial – Environmental Services

SCP:

RESPONSIBLE TO: Parks, Streetscene and Waste Manager

RESPONSIBLE FOR: Team Leaders

MAIN PURPOSE OF POST:

1. To ensure Building Cleaning services are commercially operated, customer focused and achieve excellent value for money. To manage operations in a manner that effectively fulfils the authority’s responsibilities concerning health and safety, emergency planning and response to incidents.

2. To manage and develop staff in accordance with the Council’s values and procedures.

3. To make a proactive and positive contribution to the overall development, commercialisation and reputation of the service.

DUTIES AND RESPONSIBILITIES:

1. Ensure customer focused, effective and efficient provision of building cleaning (private and public sector)

2. Carry out inspections, surveys and provide technical support and advice in relation to Building Cleaning matters.

3. Liaison with the Parks, Streetscene and Waste Manager in relation to routine maintenance activities and service developments.

4. Where possible, identifying and seeking external funding to improve provision of these services and seek opportunities to provide additional commercially viable services to other local authority or private sector clients.

5. Undertake monitoring and provide regular feedback to the Parks, Streetscene and Waste Manager regarding service outcomes and the financial performance of the division and any other relevant issues; taking action to remedy problems or identify opportunities as appropriate.

6. Keeping, maintaining and collating records and statistical data in relation to service monitoring and development.

7. Keep abreast of best practice in other organisations and ensure that this is incorporated into service development; develop and deliver innovative approaches to operations where appropriate.

8. Effectively lead and manage the staff, demonstrating an open and responsive style of
leadership which includes appraising and developing of chargehands.

9 Liaison with Council Members, officers of the Council and representatives of outside organisations, as required.

10 Development of effective administration systems to effectively support all services.

11 Management of operations in a manner that fulfils the authority’s responsibilities concerning health and safety, emergency planning and response to incidents.

12 To carry out all duties and responsibilities in accordance with the Council’s Diversity and Equal Opportunities policies and practices and take a proactive role in their development and implementation.

13 Ensure adherence to the Council’s policies, standing orders, financial regulations, scheme of delegation and other Departmental and Corporate procedures and instructions.

14 Carry out any other duties appropriate to the grading of the post.

15 Any other duties which are equal/similar to your current grade and responsibility level.

SPECIAL FEATURES OF POST:

You must be able to be contacted in the event of an emergency and respond accordingly.

Due to the nature of the work you will be expected to deliver cleaning materials, consumables and equipment to locations if required.

You may be required to carry out those duties at your present workplace or at another Council site.
PERSON SPECIFICATION

SERVICE  Commercial Services Department – Environmental Services  
JOB TITLE  Commercial Building Cleaning Manager

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

2. Ability to work with minimal supervision and to prioritise / manage service priorities and own workloads to meet service requirements and deadlines.

3. Good interpersonal and communication skills with the ability to communicate at all levels within and outside the Council

4. Excellent people management skills with the ability to work as part of a team and to provide team leadership.

5. Able to lead and motivate staff through a period of change.

6. Good problem solving, persuasion and negotiating skills.

7. Able to take a commercial approach, to research commercial opportunities and ensure budgets are effectively managed.

8. Knowledge of the work and functions of local government.

9. Self motivated with an innovative approach to service delivery.


11. A working knowledge of the Health and Safety Regulations and proven ability to apply these through risk management procedures.

12. Computer literacy and a knowledge of software systems such as MS Office

13. Knowledge of the principles of project management.

DESIRABLE

1. Knowledge of streetscene and waste and recycling services
EXPERIENCE

ESSENTIAL
Demonstrable significant experience of:

1. Managing building cleaning services
3. Preparation and presentation of reports to a variety of target groups, e.g. elected members, external agencies, peer and community groups.
4. Assisting with development and implementation of strategies and business plans and the delivery of significant change in operational services.
5. Working in partnership with other organisations, agencies and the community to deliver initiatives and projects.
6. Working with multi-disciplinary teams to achieve specific targets within set budgets and timescales.
7. Assisting in management of significant local authority contracts.
8. Experience in financial management and budgetary control.
9. A commitment to respecting and valuing equality, diversity and social inclusion.
10. Identifying commercial opportunities within a local authority environment.

DESIRABLE

1. Experience across all functions of building cleaning
2. Development of bids to gain external funding

QUALIFICATIONS/TRAINING

ESSENTIAL

1. A nationally recognised management qualification (or a commitment to obtain one within 12 months of appointment).
2. CIEH Level 3 Award in Health and Safety in the Workplace or equivalent.

DESIRABLE

1. Evidence of continuing personal development.
2. Prince II or other Project Management qualification / training.
Middle Managers
Values and Behaviours

Customer Focused
- Ensures team meets service objectives
- Anticipates and delivers customer satisfaction
- Commercial Awareness

Can Do
- Drives for results
- Self Development
- Promotes and manages change

One Council, One Team
- Motivates and develops teams and individuals
- Political awareness
- Works with other services and shares best practice across the Council

Honesty & Respect
- Ensures others are treated with integrity and respect
- Contributes to wellbeing of community