

Area Cleaning Manager – Grade 9

Job purpose

The Caretaking and Cleaning Service provides high quality services to customers in 360 locations across Kirklees. This includes routine building cleaning and specialist cleaning activities. Reporting to the Senior Cleaning Manager, the Area Cleaning Manager is responsible for the delivery of a high-quality cleaning service to customers in different locations e.g., Empty Homes, Communal Cleaning, schools; office accommodation; Council depots; flats; sheltered housing schemes. In addition to the challenges of managing the business on a day-to-day basis, you will contribute to the continuous improvement of the Service. Through supporting and motivating your teams, you will ensure that they deliver a responsive, customer focused service. You would be responsible for the management of cleaning staff within these areas.

You will need to have the skills and knowledge to ensure delivery of high quality cleaning service across multiple locations and this will also require you to attend different locations across the service to support teams or quickly adapt or to change work requirements. You will need to use your own initiative resolving operational site-based problems, making informed decisions in order to ensure the smooth running of cleaning operations and customers that are satisfied with the outcome.

You must have the confidence to lead different teams through a supportive and positive management style and manage performance and HR matters.

You will play a key role in the development of effective relationships with customers and clients through a planned programme of regular site visits and liaison. You will also be responsible for ensuring that the service is delivered in line with agreed contracts and policies and procedures along with supporting the negotiation and retention of these. You must have the ability to monitor budget performance; identifying variances and implement actions. Through clear communications with support officers, you will ensure that your buildings are effectively staffed, staff are trained, and monitoring is undertaken on a regular basis.

This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

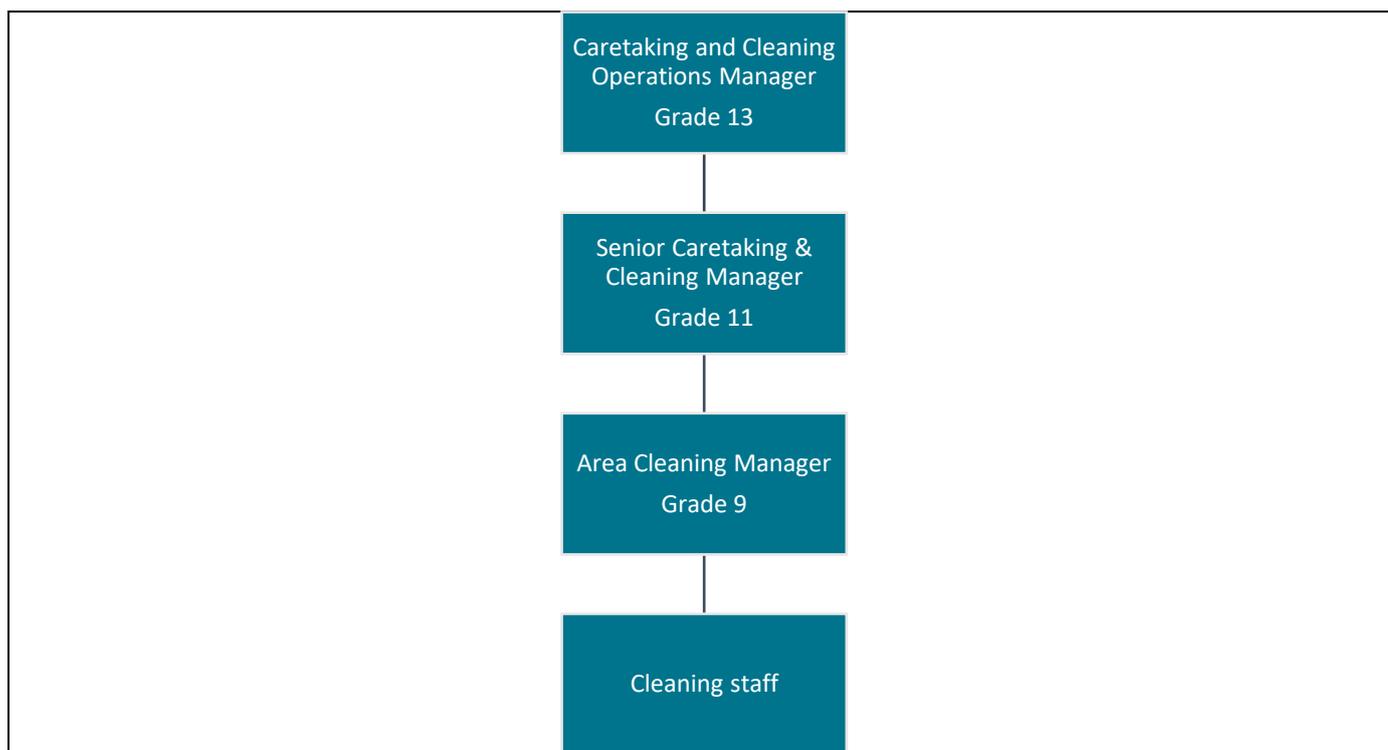
Key areas of responsibility

- The delivery of a customer focused cleaning service, which continually develops in line with changing customer needs and expectations.
- The achievement of legislative, financial, and quality standards and targets within the business.
- Service and council policies and procedures are followed, and any issues are addressed promptly and fairly.
- Continually reviewing cleaning methods, systems, equipment, and materials to ensure service delivery is effective and customer needs are met, and that it is in line with COSHH and Health and Safety at Work legislation and standards, particularly in relation to products and machinery.

- Have an understanding of HASAW and COSHH and knowledge of health and safety working practices.
- Regular monitoring of service standards and implementation of corrective action if standards fall below acceptable levels, ensuring service performance is maintained and contractual requirements are met.
- Effective recruitment, induction, training, development, deployment, and performance management of staff is undertaken, resulting in efficient service delivery.
- Staff performance is monitored on site, and training needs are identified and delivered.
- Staff morale is maintained through the adoption of a supportive and consultative management style.
- Council HR procedures and policies are followed, and any issues identified are addressed promptly and fairly, working collectively with internal services such as HR to achieve fair and reasonable outcomes. Undertake processes, such as formal probationary, attendance or capability meetings, producing outcome letters and instigating action such as referrals to Employee Healthcare.
- Support the ongoing development and performance management of staff including 1-1's, appraisals and review for individual or workforce for training and development plans.
- Contribute to service development by bringing forward new ideas to management and team.
- Contributing to the evaluation, costing, and implementation of proposals to develop or improve the Service which includes business retention, reviewing Service Level Agreements, variations to Service Level agreements e.g., Term Time working, calculating costings, and providing quotations.
- Plan over a medium term period with regards to summer cleaning and also to support business retention for the whole of the financial year buyback.
- Take a lead to resolve issues with staffing levels, sickness cover, vacancies and also business and staff retention.
- You will be responsible for ensuring payment and timesheets are accurate and processed, such as overtime, or contract variations.
- You will be responsible for ensuring stock and products are ordered and maintained for your area and buildings.
- The achievement of a high level of customer satisfaction by developing effective customer relationships, seeking feedback from customers, and keeping them informed of service issues.
- Ensure the provision of a prompt and effective response to enquiries, requests, and complaints.
- In conjunction with the Senior Cleaning and Operations Manager you will support the service on setting budget targets for income and contribute effectively to the business development and income growth, bringing forward new ideas and initiatives for service development.
- Support the monitoring of financial information and the creation and implementation of actions to address adverse variances, and accurate charging and billing of customers, for example, for ad hoc services or permanent changes to the Service Level agreement.
- Support changes to customer requirements, undertaking evaluation and assessment of adjustments required to staffing levels, implementing charges and prompt, and communicated to all relevant parties.
- Ensure a prompt and flexible approach is taken, for example, to reflect ongoing change(s) or impact of any other internal and external factors on service provision.

- Accurate completion of required documentation and maintenance of records related to the service.
- Work closely with the Relief Cleaning Co-ordinator with regards to cover of workload and areas and provide cover as required.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Previous experience of cleaning and management or the ability to work at this level.	Essential
Knowledge and understanding of COSHH and Health and Safety at Work legislation and standards.	Essential
Ability to manage staff in multiple locations/geographically dispersed locations in order to achieve results and meet customer expectations.	Essential
Able to follow operational procedures and policies	Essential
Excellent communication and interpersonal skills to support the development of relationships with both customers and staff; to understand their needs, support business retention and effective and prompt resolution of issues.	Essential
Manage workloads effectively to agreed levels of performance and able to work effectively as both part of a team and as an individual.	Essential
Able to accurately complete required documentation and maintain records related to the service; both manual and electronic, for example,	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
able to use a computer, MS Office packages including word, excel, outlook, and other in-house IT systems, for example, SAP and diary management.	
Ensure cleaning activities are compliant with relevant health and safety requirements through carrying out periodic monitoring of cleaning work and standards on site.	Essential
Able to carry out site visits	Essential
Literacy and numeracy skills to be able to complete complex documentation; identify the cleaning requirements of a building including measurement of area; and produce appropriate cleaning schedules, specifications, and costings.	Essential
Evaluate whether new cleaning innovations and / or concepts could deliver improved cleaning standards and efficiency savings.	Essential
Able to effectively induct, train, deploy and manage the performance of staff to ensure efficient service delivery.	Essential
Ability to coordinate teams of staff to ensure that buildings are adequately covered, and business needs are met.	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants).	Essential
Accepts a basic DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Venue Management	Grading ID	11326
Job ID	80100057	Last Updated	May 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Basic
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No