

Job Description

Job Title	Dual Services Manager
Department	Operations
Reporting to	Operations Manager
Overview	An opportunity has arisen to join Anchor Group Services' security and cleaning team at a prestigious Shopping Centre in Burnley. The successful candidate will be responsible for the management of services at site level in partnership with the Centre Management team. Reporting to the Operations Manager you will be responsible for maintaining the high standards of service delivery and customer services expected by the Centre Management team.
Key Relationships	Site Colleagues / Maintenance Team / Operations Manager / Tenants / Local Authority Personnel / General Public / Centre Management Team
Location	Charter Walk Shopping Centre
Key Objectives	
<ul style="list-style-type: none"> • To ensure the effective running of security and cleaning operations and ensuring the service is delivered consistently in line with the services specification and to ensure continuity of service standards are maintained • To ensure soft services are delivered within agreed budget constraints for materials, uniform and consumables. • To plan staffing levels and duty rotas to meet the needs of the Centre and client expectations including using Anchor's time and attendance systems to manage holidays, sickness and absence. • To liaise with HR and senior management to manage site level issues including investigation, disciplinary and recruitment. • To ensure that all staff are trained to meet the client specification, business requirements, health and safety and legislative requirements and to further develop & support an already established team in becoming world class for Customer Service and Leaders in Customers Service for Consumers with additional needs • To promote company and client interests and culture through effective people management and leadership. • Regularly liaise with Anchor and the Centre Management team daily and attend management meetings weekly which contribute to the monthly KPI meeting. • Attend KPI meetings, ensuring the both divisions meet the current SLA's. • To ensure that all employee and service related documentation is current and in date and propose updates to ensure continued compliance with Centre and business requirements. • To regularly audit Centre standards and procedures and submit findings to Anchor senior management for review. People management is an essential element of this role and you will be responsible for the management of a team of up to 20 site staff • To ensure all mandatory documentation is up to date and ready to be audited • To provide documented audits of the site weekly to identify improvements and document statutory checks. 	

<ul style="list-style-type: none"> • Ensure all staff are trained in all-inclusive/disability training to ensure Charter Walks disability profile is upheld • Deliver additional training required by the client, in particular the clients own customer service/disability package. • To review and test emergency evacuation procedures in the event of any situation such as a fire or emergency situation.
<p>Areas of Responsibilities</p> <ul style="list-style-type: none"> • You will head a team of site based operatives, be a results driven, people manager with considerable understanding of customer services excellence. • You will drive operational improvement to ensure first class relationships and the delivery of exceptional customer service levels at all times • Enhanced customer relationship abilities, you will be an excellent communicator, a clear decision maker and adept in the development of ideas and opportunities and the continuation of long term relationships • Promote equality, diversity and Human Rights in working practices
<p>Skills, Knowledge & Qualifications</p> <ul style="list-style-type: none"> • Experience of managing large teams of varied functionality • Demonstrate excellence in oral and written communication • Exemplary presentation skills with experience of presenting to and engaging management and delivery teams • Capable of managing change quickly and efficiently whilst maintaining effective service provision • A high energy professional capable of influencing at a senior level, developing excellence with internal and external partnerships • Analytical mind who can bring clarity to difficult situations • Ability to work well with others and continue to deliver results under pressure • Excellent interpersonal skills and an ability to establish credibility quickly • Outstanding motivational and people management skills. • True leadership skills necessary to achieve ambitious targets • A flexible approach and a sense of teamwork
<p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience working for a company in the retail / hospitality sector • Ability to design and develop service delivery in line with strategic business objectives • SIA licensed • IOSHH Certificate
<p>Competencies</p> <ul style="list-style-type: none"> • Regular reviews of Assignment Instructions and Cleaning Specification • Compliance control in line with the Company accreditations SIA, ACS etc • Effective performance and capability management including conducting probation reviews, Quarterly performance reviews, annual appraisals and return to work interviews • Maintaining colleague's records including absence records, licences i.e. SIA, leavers. • First aid training • Conducting cleaning audits

Job Description

- Implementing cleaning schedules
- Submitting all Company documentation in a timely manner to all departments inc HR, H&S & Finance
- Reporting using bespoke company systems
- Auditing of all equipment logs, check sheets, DOB etc

Financial

- Control and review all budgets relating to operational delivery (to include hours, colleagues, standards, uniforms, materials, training and so forth) to ensure budgets are maintained and there is minimal/no wastage
- Tight control of hours worked on site
- Provide any specials timesheets to financial for additional hours worked

Health & Safety

- Be responsible for embedding a risk aware culture at site level.
- Conduct risk assessments for your colleagues.
- Prepare method statements & COSHH assessments.
- Communicate the importance of reducing risk by explaining the implications for / to the individual, customer and company.
- Conduct welfare review with all colleagues