

Area Operations Manager

Job Title:	Area Operations Manager
Department:	Sainsburys
Reporting to:	Senior Operations Manager
Responsible for (staff):	Hygiene Operatives, Area Support Managers, In Store Cleaning Managers
Location:	Regional
General Purpose of Role:	To ensure the high standards of cleaning service and other duties as set by the Head of Operations

ACCOUNTABILITIES

- To allocate tasks and responsibilities to his/her team and take the necessary steps to ensure the specified service is delivered.
- To set and maintain standards by checking frequently the work in his/her area, rectifying unsatisfactory standards, completing the appropriate documentation in line with Quality Assurance.
- To liaise daily with key clients and be proactive in resolving difficulties in order to build and maintain good working relationships.
- Attend meetings as required by the Head of Operations to assist in effective communications with both management and service user.
- Carry out regular Staff Meetings to assist in effective two-way communication and to communicate the company's aims and objectives to colleagues.
- Maintain budgetary control of the use of all cleaning equipment and materials. Check that equipment is clean and in safe working order and that materials are used correctly
- Maintain budgetary control over worked hours organising workloads fairly and within the specified budget.
- To ensure that all payroll paperwork is completed accurately and issued to the Payroll Department within the specified cut-off date.
- Carry out appropriate induction of new colleagues maintaining close contact throughout their probationary period to ensure full support and the required standards and productivity are achieved
- Carry out "on the job" training as required to ensure correct methods and working practices are carried out. Carry out assessment of colleagues to identify training needs and correct unsatisfactory practices.
- Ensure all training is recorded on appropriate documentation.
- Report Grievance, Disciplinary/Performance or Welfare matters to Human Resources.

- Manage all Grievance, Disciplinary/Performance or Welfare matters with support from Human Resources.
- To report sickness and absenteeism to Human Resources.
- To ensure that all colleagues maintain good standards of appearance and personal hygiene.
- To ensure that the Arcus Health and Safety policy is operated at all times. Report to the Head of Operations areas of concern with regards to Health and Safety.
- To ensure all accidents are properly recorded and colleagues receive medical attention when required.
- To ensure security measures are maintained with regards to the issue and return of keys where appropriate.
- Comply with all health and safety responsibilities; Safe Systems of Work, COSHH Regulations, PPE compliance and any other related systems of work.

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Able to demonstrate significant experience of FM experience
- Experience of managing a team
- Experience of managing budgets
- Full clean driving licence

Experience

- Significant experience ideally gained within retail FM environment
- Awareness of budgeting restrictions

Knowledge

- Colleague Management experience

Skills Competence

- Ability to work unsupervised in a pressurised environment dealing with teams and Client base.
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner at all times and develop a good working relationship with colleagues
- Proficient IT skills
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements, including weekend working on a rota basis