**JOB DESCRIPTION**

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| Job Title: | Soft Services Manager | Department: | Domestic Services |
| Hours of Work: | 40 hours per week - 06:30 – 15:00 Monday to Friday | | |
| Responsible To: | Head of Operations | Responsible For: | Domestic Services |

Summary of Role:

The Soft Services Manager will be responsible for the high quality delivery of all domestic and cleaning services on the school site.

They will be responsible for leading and managing a team of approximately 30 Domestic Services Operatives, Linen and Laundry staff in the day-to-day delivery of the school requirements for cleanliness and hygiene across the site.

Liaising with the Heads of Year and Boarding in respect of dormitories and bedroom areas.

Management and provision of on-site residential properties including soft furnishings and other housekeeping items. This includes keeping the site inventory and liaising with relevant staff for all property moves and changes.

Provision of support to the Marden Enterprises Limited Events Manager for social functions including weddings, christenings and formal dinners.

Responsible for work place assessments if required for staff and students.

Specific Responsibilities:

1. To ensure the School site is kept clean and presentable at all times, with efficient use of resources.
2. To ensure furniture provision in School spaces align with requirements of Events Manager and Heads of Year.
3. To provide reports for maintenance defects around the site according to established procedures.
4. The removal or placing of furniture for School events such as Parent/Teacher meetings, Open Days or social events.
5. To liaise with all Operational and Support teams regarding requirements for special annual events such as Prize Giving and Sports Day.
6. To ensure all modernisation within the team is successfully managed and implemented.
7. Responsible for leading, managing and developing a dedicated team of Domestic Services Operatives including those within the School Laundry and Linen Room supported by two DS Supervisors.
8. Responsible for all related paperwork in respect of staff team liaising closely with the Head of HR on staffing issues, in particular undertake investigations relating to grievances and disciplinary process supported by the Head of HR.
9. To liaise with the Head of HR on workforce and succession planning for the team, to recruit new team members as and when required and sharing of information in respect of absences.
10. To use in-house training provision to ensure all staff have a high standard of induction in respect of H&S, Fire Safety, COSHH and manual handling, use of buffing machines, carpet cleaners, steam machines and vacuum cleaners.
11. To implement and review safe working practices amongst the team of Domestic Services Operatives.
12. To oversee and sign off the annual review process on team members in support of direct supervisors.
13. To prepare and review of risk assessments and all COSHH documentation.
14. To ensure safe storage and use of all equipment, materials, furniture, fittings and linen to deliver the required service to departments within the School and ensure all equipment is safely maintained on a regular basis.
15. To monitor and report hazards around the site for onward transmission to the appropriate team to address repairs.
16. To place and authorise purchases required for the department by way of Purchase Requisition form and holding paperwork until receipt of items.
17. To provide housekeeping items for on-site residences and purchase of items within annual budget, maintaining inventory of designated valuables, furniture, fittings and works of art within the School.
18. To maintain a close working relationship with Heads of Year in respect of dormitories and bedroom areas.
19. To liaise and inform staff of major department works throughout the year to ensure areas are clear and safe for the team to work in.
20. Responsible for maintaining and monitoring of budget headings and bringing to notice of the Head of Operations of potential for overspend.
21. To constantly review and assess systems of working and equipment usage to ensure value for money.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Excellent organisational and management skills * Possess excellent communication skills both written and verbal * Excellent ICT Skills. * Strong budget management experience * Experience in fostering and managing team relationships * Sound working knowledge of materials and equipment used in specialist cleaning as well as day to day knowledge of new technology * In-depth understanding of H&S at work regulations including COSHH and RIDDOR | * IOSH or NEBOSH, or working towards certification * IWFM membership |
| **Personal Behaviours** |  |
| * Strong communication and interpersonal skills * Be practical, resourceful and flexible and be able to take the initiative * Solution focused * Able to lead and motivate a team |  |
| **Ethos and Whole School Values** |  |
| * Committed to operating as part of the School community. * Committed to the Sacred Heart Values. * Committed to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care. |  |
| **Safeguarding and Pastoral** |  |
| * Committed to safeguarding and promoting the welfare of children and young people. * A satisfactory Enhanced Disclosure from the DBS. |  |