

Job Description and Person Specification

Role:



Job Title	AREA COORDINATOR
Grade	GR4
Service	BUILDING CLEANING
Reports to	OPERATIONS SUPERVISOR/OPERATIONS MANAGER
Location	FRIARGATE
Job Evaluation Code	C6839D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Under the direction of the Ops Manager motivate and supervise a large team of employees in multiple sites ensuring the full range of duties are attained to the required standards of the Local Authority
2. To assist the Ops Manager with the delivery of the Cleaning Service daily ensuring Health and Safety legislation is always adhered to at all the times.

Main Duties & Key Accountabilities

Core Knowledge

- Receive daily instructions from the Snr Coordinator or Operations Manager carrying out all associated tasks and meeting set deadlines
- To be the first point of call for cleaners and managers at each location, building great working relationships and promoting the service in a professional and friendly manner.
- To deputise for specified operational aspects of the post, in the absence of the Snr coordinator as and when required.
- To cover various aspects of office tasks, including Share point, Sickness Cover, overtime and Holiday bookings.
- Ensure the specification and schedule agreed with the client and or Operations Manager is delivered to the standards required, in accordance with Council Policies and Procedures.
- Undertake quality checks, health and safety audits, training and job chats and as and when instructed by management in accordance with planned schedules.
- In consultation with the Ops manager, take corrective actions to ensure the units are following procedure, adhering to and maintaining standards and complying with Health and Safety legislation.
- To liaise with the Snr AC and carry out "on-the-job" training and inductions of all new employees ensuring that the performance and efficiency of employees is to the required standard.
- In consultation with the Snr AC / Ops Manager, interpret financial information in order to help identify areas of poor performance, taking corrective action when required.eg stores and overtime.
- Ensure compliance with Health and Safety legislation making sure procedures are strictly adhered to and meet statutory and contractual requirements.
- To up sale where possible, the services of the SCT to help maintain standards on individual sites.
- Communicate effectively with the Snr AC / Operations Manager, Clients, Local Authority Representatives, and Departments via telephone, face to face and in writing, responding to queries and giving advice within acceptable time frames.

Key relationships

External	Internal

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: TEAM LEADERS/CLEANERS

Person specification

Job Evaluation Code	C6839D
Knowledge	
Able to control and manage a cleaning operation to ensuring that all specified duties performance standards and legal requirements are adhered to	
Able to plan prioritise workload and resources ensuring high standard of performance levels of service delivery	
Able to increase staff awareness to customer needs	
Able to work to strict timescales and under pressure	
Able to supervise a number of employees e.g., personnel organisation, delegation, motivation, identifying poor performance and liaise with staff	
Excellent communication skills in order to liaise with clients and associated person in order to be able to respond to contractual requirements	
Able to adhere to the Councils Equal Opportunities Policy	
Able to undertake training, when required to do so	
Skills and Abilities	
Able to control and manage a cleaning operation to ensuring that all specified duties performance standards and legal requirements are adhered to	
Able to plan prioritise workload and resources ensuring high standard of performance levels of service delivery	
Able to increase staff awareness to customer needs	
Able to supervise a number of employees e.g., personnel organisation, delegation, motivation, identifying poor performance and liaise with staff	
Excellent communication skills in order to liaise with clients and associated person in order to be able to respond to contractual requirements	
Able to adhere to the Councils Equal Opportunities Policy	
Able to undertake training, when required to do so	
Experience	
Experience in a supervisory position	
Experience of stock control and working within specified budgets, staff management, supervision, training	
Experience of maintaining health and safety and hygiene standards	

Qualifications
NVQ in Building Cleaning
Special Requirements

Date Created	May 2022	Date Reviewed	May 2022
---------------------	----------	----------------------	----------

