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## Job Description

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| <b>JOB TITLE:</b>     | <b>Contract Cleaning Manager</b>            |
| <b>SALARY:</b>        | £24,000 per annum                           |
| <b>WORKING HOURS:</b> | 40 hours per week                           |
| <b>REPORTS TO:</b>    | Senior Social Enterprise Manager            |
| <b>EMPLOYED BY:</b>   | The Jericho Foundation                      |
| <b>BASED AT:</b>      | 196-198 Edward Road, Balsall Heath, B12 9LX |

### **ABOUT JERICHO:**

The Jericho Foundation seeks out and engages people who experience significant barriers to being fulfilled, skilled and employed. We aim to help them overcome these barriers and gain relevant vocational skills to secure sustainable employment. We do this through providing real work experience in one of our social enterprise businesses combined with an individually tailored package of mentoring, personal development support and training.

The people we work with often experience a broad range of barriers including long-term unemployment, lack of skills or qualifications, homelessness, alcohol or substance misuse, a criminal record, low self-esteem or confidence, mild mental health problems or no history of work experience.

Our eight social enterprises provide safe learning environments for our clients while offering high quality, value for money goods and services to the local community on a commercial basis.

Figures for the 2017/18 Financial Year:

- **242-** People with barriers to employment supported
- **120-** People with barriers to employment supported in our Social Enterprises
- **2,457-** Number of work experience hours offered per week
- **38-** Apprentices supported in our Social Enterprises
- **32-** Survivors of Modern Slavery supported
- **37-** Volunteers supported

For more details of the work we do and its impact take a look at our annual report here:

[jericho.org.uk/aboutjericho/annual-report-and-accounts/](http://jericho.org.uk/aboutjericho/annual-report-and-accounts/)

# Job Description Continuation:

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## **ABOUT JERICHO CLEANING:**

Jericho Cleaning carry out a range of contract cleaning services for businesses, charities, voluntary organisations, churches and community groups. One of the key priorities is to recruit and support Survivors of Modern Slavery as part of the Jericho Foundation's Equiano Project.

## **ABOUT THE ROLE:**

The primary role of the Contract Cleaning Manager is to expand the business whilst also overseeing the smooth running of the current various customer contracts and sites. This involves quoting for and winning new contracts, the ongoing management of cleaning staff, the recruitment and training of new staff and regular quality audits. It is mainly an office based role but will involve visiting sites, customers, cleaners as well as some cold calling. The Contract Cleaning Manager will be responsible for ensuring the highest level of cleaning standards is achieved and that high levels of customer satisfaction is maintained.

## **MAIN DUTIES AND RESPONSIBILITIES:**

Specific tasks will include but will not be limited to:

- Quoting and winning new customer cleaning contracts
- Contract retention
- Managing the resourcing of the contract including recruitment and mobilisation of new staff and contracts
- Managing and co-ordinating all cleaning services ensuring a high quality is consistently achieved
- Maintaining an excellent relationship with staff and customers
- Day to day strategic planning of the cleaning contracts
- Producing reports as required by the Senior Social Enterprise Manager
- Ensuring the overall cost effective and efficient delivery of the cleaning contracts

## **BENEFITS**

- 30 days annual leave per annum, increasing with length of service
- The opportunity to work for one of the UK's most successful and effective social enterprise charities
- 3% employer pension contribution

# Job Description Continuation:

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## PERSONAL SPECIFICATION

| Values   | Evidenced |
|--|-----------|
| Commitment, understanding and living of Jericho's five values: Respect, Equality, Love, Integrity and Excellence | A/I       |

| Skills & Experience  | Evidenced |
|--|-----------|
| Proven ability in developing and embedding new business opportunities  | A/I       |
| Proven ability in quoting for and winning new contracts                | A/I       |
| Knowledge and experience in the cleaning industry                      | A/I       |
| Knowledge and understanding of social enterprises and the third sector | A/I       |
| Experience of managing a team of staff                                 | A/I       |
| Excellent communication skills   | A/I       |
| Valid UK driving licence and access to own vehicle                     | A/I       |

| Additional Consideration Will Be Given For The Following  | Evidenced |
|---|-----------|
| In sympathy with the Christian ethos of the organisation, and supportive of our core values of Respect, Equality, Love, Integrity and Excellence. | A/I       |

**A= Application**

**I= Interview**