



JOB DESCRIPTION

OPERATIONS SUPPORT CO-ORDINATOR

Job Title	Operations Support Co-ordinator
Location	Cheadle (ST10)
Responsible For	The provision of operational and administrative support to the Operations Director, Commercial Manager, Area Cleaning Managers/Supervisors, site-based Supervisors and Mobile Relief Cleaning Team.
Salary	£16575.00-£18525 depending upon experience
Working Hours	8am to 4pm Monday to Friday, a total of 37.5 hours per week (including ½ hour unpaid break)

Job Introduction

We are seeking a highly motivated individual for a newly created Operations Support Co-ordinator role to join a rapidly growing business in new office premises in Cheadle, in the Staffordshire Moorlands. The successful candidate will be passionate about delivering exceptional customer service and showing the ability to take ownership and responsibility of issues from start to finish. You must have good organisational and IT skills and be an active listener who can maintain good relationships and communicate effectively to people on all levels.

Role

- To provide operational and administrative support to the operations team which comprises of the Operations Director, 2 x Area Cleaning Managers/Supervisors, site-based Managers/Supervisors and the Mobile Relief Cleaning teams.
- To assist with the planning and co-ordination of all planned and unplanned absences.
- Receive requests for cleaning materials and allocate to the respective team member for delivery.
- Control the issue of keys and maintain an accurate log of keys held in the key safe.
- Log all machine breakdowns, report to the Operations Director and then co-ordinate the replacement/repair with the service engineers and respective Cleaning Manager/Supervisor as required.
- Oversee all holiday requests and ensure that they are approved by the respective Area Cleaning Supervisor.
- Record all staff holiday requests on the board and file in the holiday folder.
- Input all planned and unplanned absence information from the time sheets into the Staff Leave Planner each month so that staff attendance can be monitored.
- Co-ordinate the list of time sheets received and still required at each month end and distribute to the team members for collection.
- Prepare and distribute cover cleaning lists on a weekly basis.
- Attend and participate in the weekly operations planning meetings, taking notes and

records.

- To assist with the month end process.
- Provide high levels of customer service always.
- To establish good levels of communication with the cleaning staff and ensure they are fully supported always.

The Ideal Candidate

- Excellent communication skills.
- Good written communication skills.
- Good organisational skills with the ability to work well under pressure and meet deadlines.
- Ability to use own initiative and ability to resolve problems.
- Ability to go beyond own areas of responsibility when required.
- A flexible approach to meet the demands of the business.
- The ability to implement and adhere to standards and procedures.
- Positive attitude.
- Confident.
- Desire to learn and develop.

The Company

Moorland Contract Cleaning is a privately-owned business, providing commercial cleaning services to a wide range of customers located in Staffordshire, Cheshire, the East Midlands and Yorkshire.

Application

Please apply in writing enclosing a CV to:

Mrs Egija Medne
Commercial Manager
Moorland Contract Cleaning Ltd
20 Tulip Way
Leekbrook
ST13 7AX
Email: office@contract-cleaning.com

Deadline

The closing date for applications is **Friday 18th May 2018**.