

## **Health & Safety Purpose:**

To take a direct management responsibility in the health and safety of yourself and others who may be affected by your work activities. Collation and ownership of the Health & Safety plan that covers your specific area of responsibility.

## **Main Duties & Responsibilities of role:**

-Manage, co-ordinate and lead the soft services team function optimising the use of the internal and external resources, exercising budgetary control to achieve performance, quality service and the strategic objectives of the client.

-The development, implementation and monitoring of service level agreements (SLA's) and key performance indicators (KPI's) including customer satisfaction and the development and use of benchmarking to enable continuous improvement and measurement against other organisations.

-To be responsible for developing and implementing robust processes and procedures to ensure that all operational activities are carried out in a structured, professional and client focused manner. The services provided will be monitored and reviewed to ensure added value is achieved.

-To promote One Team – One Complete Solution.

-To ensure appropriate level of staff / operative retention through effective leadership, motivation and development.

-To ensure that a safe working environment is maintained through compliance with all company health and safety policies and procedures

-To ensure that appropriate staffing levels are maintained with the necessary skills and provide all necessary training and development to ensure their competence in their respective roles.

-To drive a one team ethos through the whole centre and ensure that all OCS staff are working together to enhance the 'customer experience' from the minute they enter the centre to the minute they leave.

- Take an active part with Site Management in ensuring all OCS staff understand the objectives of the centre going forward.
- To participate fully in any activities, including opportunities for networking that raise the profile of OCS. Some activities being outside normal office hours.
- To keep up to date with developments in practices, techniques and products. Keep abreast of changes to legislation and amendments to approve codes of practice and introduce appropriate measures to ensure compliance and delivery of best practice.
- Liaise with OCS internal and external statutory bodies to ensure compliance with OCS and industry regulations with particular emphasis on ISO quality systems and health & safety.
- Recruit, develop and manage the performance of all onsite operational staff to deliver OCS and customer requirements.
- Motivate staff to deliver a high quality experience to customers.
- Carry out any other reasonable instructions of the Management as directed.
- Regularly inspect all staff uniforms, monitor standards of cleanliness & replace as required
- Produce monthly reports for the client, to fall in line with the KPI's in place for security, cleaning and customer services.
- Attend external meetings either with the client or on their behalf to local Service Partners and local Business Forums as and when required.

### **Health & Safety Duties:**

- Participate in any communication activities through formal and informal channels on safety matters to ensure that there is a free flow of ideas.
- Ensure that the OCS safety image is reflected positively through your actions by checking on staff at various times during their shifts to ensure safe working practises.

-Ensure that you have received the necessary training so that you can competently carry out your duties and responsibilities. Acknowledge and accept a personal responsibility for the safety of you, your staff, client staff, tenants and all service users

-Take responsibility for reviewing the safe system of work prior to the commencement of the work activity.

-Take responsibility for ensuring that plant and equipment is maintained and fit for purpose.

-Raise any concerns over Health & Safety breaches in accordance with Company Procedure.

-To take ownership of the Health & Safety plan for security and cleaning. To attend all H&S meetings held by the Client when requested to do so and report all issues to your staff on a timely basis.

-To carry out 'Tool Box Talks' to your staff on a monthly basis and report and record all events on the company Management Information System.

-To review and update risk assessments / method statements / safe systems of work / COSHH records.

-To review and update all COSHH data sheet records ensuring all staff have the relevant knowledge and respective PPE to perform their duties safely.

-To ensure when utilising outside contractors that all contractor control and health & safety procedures are witnessed and then monitored to ensure procedures are maintained.

### **Objectives/Critical Performance Measures:**

-Achieve / exceed budgeted turnover

-Maintain accurate up to date training records for all staff

-Maintain staff absence to below 5%

-Improve employee retention & stability of the team

- To ensure all staff receive a Tool Box talk on a monthly basis
- Achieve client SLA's and KPI's as specified by in the contract
- Ensure all staff are trained and are able to safely deliver the scope of the contract

**Educational Level:**

Highly literate and numerate (essential)

Good I.T Skills

Ideally educated HNC or equivalent with a minimum qualification of 'O' level passes.

Competent in the use of Microsoft Word, Excel, PowerPoint and Outlook

Understand budgets and basic accounts

Excellent skills in mathematics

Support / develop / implement a staff development program

**Professional Qualifications:**

BICS qualified or equivalent

Hold an IOSH or NEBOSH Certificate (OCS will train if not)

SIA Front Line Licence Holder (OCS will train if not)

CCTV Licence holder (OCS will train if not)

Knowledge of other soft services and experience in delivery is preferred

**Experience:**

Experience of managing a multi service based contract.

Proven track record of continuous improvement achievement

Proven track record in delivering effective customer service whilst maintaining appropriate operating margins.

Evidence of “hands-on” operational experience and a track record of successful client relationship management.

Evidence of HR management skills, particularly in relation to organisational change.

Successful track record in developing a “customer focused” service culture

Proven record of managing, motivating, developing and retaining a workforce.

Capable of innovative decision making and idea development.

Capable of thinking outside of the box

Capable of motivating people to help develop new concepts / procedures.

Capable of communicating and selling new ideas / working conditions at all levels.

Preferable skills to have worked with and motivated casual workers in a difficult work place

### **Personal Characteristics/Attributes:**

Must be self-motivated and results orientated with effective inter – personal skills and the ability to communicate at all levels.

Must be able to demonstrate commitment to support the rest of the team at times of crisis.

Maintain Client Liaison throughout the centre and work closely with the centre management team.

Highly organised with the ability to prioritise workload and delegate effectively to direct reports

Ability to mentor and develop subordinates, counselling and coaching as necessary.

High degree of interest in their own personal development and future career progression.