

Contracts Manager

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Company: Fairford Associates

Location: Slough

Category: other-general

My client is a friendly, well-established company committed to providing an excellent service, great value for money and outstanding customer service. Established in 1999, they have grown year on year by providing a professional, quality service at affordable prices. They currently service around 450 customers across Southern England. Despite their fast growth, they still care about every customer and every contract. They pride ourselves on their attention to detail and delivery of a thorough, reliable high-quality service. To help drive their continued growth, they are looking to recruit a Contracts Manager to join their expanding team. The role centres on Slough/Windsor and the surrounding areas.

Reporting to one of their Operations Managers, you will be responsible for the site management and smooth running of around 30 – 40 customer sites. The portfolio is mixed and includes the likes of Schools, Office, Leisure and medical sites. This will involve the ongoing management of up to 40 - 60 part-time cleaning staff, the recruitment and training of new staff where required and carrying out regular quality audits with each customer. You will be responsible for ensuring the highest level of cleaning standards and customer and staff satisfaction is maintained through excellent customer service.

Key Responsibilities Include:

* Performing regular site audits with customers

- * Maintaining regular customer contact and ensuring continuous customer satisfaction
- * Ensuring highest standards of cleanliness are maintained at all customer sites
- * Recruitment and management of cleaning staff
- * Ensuring health and safety standards are maintained at all times
- * Maintaining regular contact with site teams to ensure awareness of site-specific requirements
- * Planning, facilitating and monitoring ongoing training for site operatives
- * Providing feedback on performance and to take responsibility for managing issues that may arise
- * Ensuring sufficient amounts of cleaning equipment, materials and consumables on site
- * Ensuring customer sites are fully manned including absence and holiday cover
- * Submitting fortnightly pay-sheets, other administration such as holiday forms and carry out payroll tasks
- * Carrying out any other duties that are required as directed by the Operations Manager
- * Attend regular meetings with the Regional Manager and Ops Director at their head office in Berkshire

The ideal candidate will:

- * Reside within the area that the role covers
- * Someone who has a hands-on attitude and has a balance of personnel management skills and business sense, in order to ensure operational success

- * Pro-active, logical and forward thinking
- * Flexible on working times
- * Knowledgeable of the cleaning industry
- * Someone with a strong desire to succeed and promote a high level of customer service
- * Self-motivated
- * Someone with excellent communication skills
- * Able to take full responsibility for tasks
- * Someone who manage teams in a supportive manner
- * Hold a valid UK driver's license, satisfactory references and right to work in the UK

Total package circa £30,000 per annum. Company vehicle or mileage allowance, commission opportunities, on target revenue bonus.

We do try to reply to each application personally, however as you can appreciate, we receive a high number of applications for each role we handle and it is not always possible to do this. Therefore, if we do not contact you within seven days your application for this particular role has not been successful. However, we have retained your CV and we will advise you of future roles that may be of interest. Fairford Associates operates as an Employment Agency introducing work-seekers to client employers for direct employment by those employers.

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