



Area Operations Manager

London

£-Attractive

My client is an award winning business that specialise in commercial cleaning and has done so for over 20 years across London and Manchester. They are expanding and have the requirement for an Area Operations Manager. This is a fantastic opportunity for the right person to progress in an exciting and challenging industry. The Area Operations Manager is responsible for managing teams of cleaning operatives and ensuring that customers' expectations are met or exceeded. Your main duties will include but not be limited too; Responsible for dealing with customer complaints and retraining when necessary; delivering retention targets + minimum 98% GP Margin; Implementing changes on contract; Managing work performance and ensuring that team behaviour reflects the company values; Managing budgets, submitting site visit reports within agreed time frames; Recruitment of staff in conjunction with the Operation Support Manager Recruitment team and in line with the company policy; Providing effective support and training to staff; Responsible for ongoing relationship with customers; Managing stock levels and purchasing of equipment, materials and consumables to ensure a complete service delivery; Liaising with the facilities team support to ensure that the initial contract set up is complete to the satisfaction of the client; Ensuring compliance with legislation, health and safety regulations and both company and client specification; Motivating the team to deliver excellent service and presenting a professional image at all times. In order to be considered for the role you will have; Excellent verbal and writing communication skills; Bilingual will be an advantage; Organisational and time management skills; Track record in the Cleaning Industry; A good understanding of the cleaning industry; The ability to prioritise workload and solve problems; Good team building skills; Customer focus; Good IT skills; Full Clean Driving license; Managerial or supervision experience; Clean DBS records.

For full details, please email a copy of your CV to
Rebecca@candovergreen.com quoting job ref: RB2595

