



## Operations Support Manager

London

£-TBA

My client is a well-established, award winning specialist cleaning service's company who have the requirement for an Operations Support Manager to be based at their head office in London. This is a demanding office-based, operational management role and would suit someone that has patience, energy and stamina. The role requires a disciplined individual able to manage time and teams of effectively. There is also opportunity to grow within the business, for ambitious candidates wanting career progression. Some of your responsibilities will include but not be limited to; Manage the Customer Service system; Support the Operations Department and Operations Director; Support the Administration of the Office; Organise, plan and schedule all one-off jobs; Manage and plan daily/weekly schedule of mobile teams; Manage the company's store room - equipment and supplies - manage stock levels in the store room; order consumables and materials as required via the online system; assess and research equipment, machinery and materials according to the needs of the special job; Manage a team of around 15 mobile team operatives - daily schedules, absences, holidays, wages; Greet visitors to the building - receive and manage deliveries; Manage utility room - run washing machine & dryer daily; Manage store room - restrict access and always keep tidy; Prepare site folders and paperwork for new contracts; Respond to all e-mails and calls from clients; Provide client support as directed by operational directors; Customer Service - manage and liaise with clients and manage SRM system; Meet weekly to process paperwork - for billing and payroll; Carry out weekly checks on company vans and manage the vans fleet; Liaise daily with operational directors; Attend management meetings as required; Liaise with suppliers as and when required; Support operational management when team members on holiday; Manage security clearance process and special work permits; Manage H&S documentation. In order to be considered for this role you will be; Able to be flexible with working outside core office hours via laptop and mobile; Highly proactive, flexible, enthusiastic and pragmatic delivery orientated approach with 'can do' attitude; Excellent planning, organizational and prioritisation skills; Able to work autonomously, and comfortable with rapid change, as well as working as part of a wider team; Excellent telephone manner; IT literate (MAC and PC) - good knowledge of Microsoft Office, Internet Explorer; Previous cleaning management experience required (3+ years); Excellent presentation skills; Competent levels of planning and organisation; Numeracy and literacy to a good level; Ability to work to deadlines and prioritise; Good interpersonal skills; High levels of attention to detail; A strong work ethic; Spanish and/or Portuguese language skills an advantage.

**For full details, please email a copy of your CV to**  
**[Rebecca@candovergreen.com](mailto:Rebecca@candovergreen.com) quoting job ref: RB2596**

