JOB DESCRIPTION: SUPPORT SERVICES MANAGER

Campus: Johannesburg
Supervisor: Director of Operations

Position overview
To provide a safe, clean and productive environment to support educational programs and staff needs on a continual basis. The Soft Services Manager will assist with maintenance of overseas staff housing, and manage the effective set up and operation of all activities at the school. The Soft Services department includes all cleaning functions, events management, and general handyman maintenance.

Qualifications
- Matric Certificate
- Certificate, degree or diploma or other appropriate credentials related to the assigned responsibilities
- Demonstrate aptitude or competence for assigned responsibilities.
- Good English language skills, both written and spoken

Attributes
- Demonstrate the aptitude or competence for assigned responsibilities
- Demonstrate the ability to take initiative and carry out assigned jobs to completion
- Manage time and resources well and demonstrates good organizational and leadership ability with strong interpersonal skills.
- Work under pressure when required and can work overtime as and when the role and responsibilities require it.
- Committed, motivated and able to achieve tasks in the required time frame
- Prepared to go the extra mile to achieve the School’s goals
- A positive attitude
- Continuously pursues to improve skills through on the job or external training.
- Able to prioritize important matters and act on them accordingly.
- Able to resolve conflicts and manage grievances.
- Understand the importance that parents play in our community and that education is the key proponent in the organization and we serve the students and parents.

Preferred skills and experience
- A minimum of 10 years’ experience in a similar role in a school or facilities environment.
- Previous experience in managing events and housekeeping is required
- Must have the ability to analyze event plans for accuracy, appropriateness and compliance
- Previous experience working in the educational sector advantageous
- Previous management experience within a multinational environment advantageous
- Knowledge of local South African laws and practices required
• An understanding of and insight into the BCEA, LRA and OHS Acts, with the ability to apply the required principles
• A clean criminal record and a person of sober habits is required

**Key performance indicators**

- Establish event, housekeeping, activities support and housing service strategies.
- Develop and establish effective housekeeping solutions inclusive of techniques and processes.
- Implement an effective and quality management system.
- Set formal and measurable performance targets and reporting strategies for staff.
- Set formal and measurable service level matrixes, performance targets and reporting strategies for contractors including an annual review of any Service Level Agreements.
- Identify and manage corrective and enhancement actions.
- Employ sound environmental, ecological and waste management practices.
- Plan and manage cost centers through Opex and Capex budgets, and add capital value to the asset.
- Create additional educational opportunities for learners.
- Promote the School as a premier learning institution where pride, ownership, responsibility and accountability ensure that learners, employees and parents work toward common goals and contribute meaningfully in society.
- Ensure compliance with OHS, BCEA and LRA acts and apply the required principles

**General duties and responsibilities**

- Effectively delegate tasks to team members, organize and complete job task scheduling for team members.
- Co-ordinate with the cleaning and maintenance teams that work is being completed and quality control measures are being adhered to.
- Conduct regular meetings with the cleaning and maintenance teams to determine any problem areas, and seek suggestions from the team.
- Report and provide feedback monthly or as and when required to Director of Operations.
- Ensure that cleaning and support services team members are completing the tasks at hand within reasonable and required time frames.
- Manage the time and attendance for staff reporting to you.
- Continually monitor staff through performance measures, and identify and employ staff development and training measures.
- Know and understand each team member’s skills and strengths, and develop them to that person’s potential
- Understand, adopt and apply the principles referred to in the BCEA, LRA and OHS Acts
- Ensure that all equipment is clean, serviced, maintained in good working condition, and stored correctly in the proper environment in a neat and orderly manner.
- Manage and control the allocation of resources including staff, equipment, consumables and chemicals using the tracking sheets available.
- Ensure that all chemicals have MSD Sheets available at hand.
- Ensure that all work performed is of a suitable and acceptable quality.
- Work with sub-contractors and their staff.
- Liaise and collaborate with internal and external role players on development plans.
• Communicate with management and staff effectively with the support services team to ensure tasks and instructions are understood.
• Evaluate the status of housekeeping and support areas on a continuous basis.
• Evaluate and apply measures to check the safety of equipment.
• Identify potential problem areas and take remedial steps.
• Control expenses and costs of plant, equipment and resources.
• Assist with service learning initiatives where required.
• Adopt and develop long term sustainability programs.
• Take responsibility and accountability for all events, housekeeping areas.
• Review of SLA agreements with contractors on an annual basis.
• Maintain assets and assets registers related to departmental equipment.
• Ensure daily cleaning of the classrooms, office buildings, buildings and associated areas, passages, walkways, external visible equipment.
• Cleaning of specialized areas and adopting specialist techniques and methodologies for those areas, including gymnasiums, theatres, aquatics center and high-rise areas.
• Ensure all bathroom facilities comply to accepted hygiene standards and these are monitored and serviced at regular intervals.
• Manage staff components allowing for temp or casual employees to cover them in the event of absence.
• Ensure control measures are in place for ordering and control of consumables.
• Ensure adequate staffing for activities and events on campus.
• Ensure common areas are to be cleaned and fit for purpose for day and night shifts.
• Pest control services to be adopted and managed.
• Manage cleaning, and coordination and management of subcontractors during winter for housekeeping and expat staff support.
• Ensure that coffee and tea staffroom facilities are stocked and serviced.
• Collaborate with the Transport Department where chaperone services are required for busses.
• Provide supervision for the cleaning staff assigned to the Boarding House, and Parent room.
• Ensure continuous maintenance of fixed and mobile equipment.
• Ensure management of biohazardous materials and disposal certificates for sani bin products.
• Be willing to assist when unanticipated situations may occur.
• Manage casual and temporary staff.
• Ensure events and teacher requests related to various functions on site are setup.
• Liaise with various stakeholders regarding needs for functions, events, and requests.
• Work with various internal departments and stakeholders to ensure events are planned for and executed timeously.
• Ensure proper standard operating procedures are in place for the department.
• Ensure quality systems are implemented and monitored.
• Assist with the implementation and control of risk identification and management.
• Supervise staff and adopt performance monitoring systems to evaluate staff.
• Ensure sufficient labor force is available to cater for the needs of the various functions as and when required.
• Be responsible for and accountable to an opex and capital budget for the department.
• Ensure the safety of patrons at functions and events held on campus.
• Supervise services necessary to support the curricula, extracurricular, special events, campus vendors and evening events occurring during and after a regular school day.
• Participate actively as a member of the Health and Safety committee and protocols on campus.
• Oversee any outsourced vendors on campus.
Establish and adjust procedures to meet scheduled work requirements
Assist with theatre productions set up and strike down of stage events
Supply and management of water dispensers
Collaborate with facilities department when events require generator power
Participate as a member of the School’s Operational Management Team to co-ordinate the campus-wide educational program, and facilitate the provision of support services such as maintenance and security.
Directly supervise the set-up and take-down of special events on campus.
Liaise with and assist the Human Resources Office with all aspects of maintenance relating to overseas staff housing, including painting, plumbing, electrical problems and other handyman jobs as may be identified, during the June/July school winter break, and on an ad hoc basis throughout the school year
Liaise with and assist the Human Resources Office by providing the required cleaning personnel to ensure overseas staff housing is in a suitably clean condition and ready for occupancy by new employees
Liaise with and assist the Human Resources Office with contracting external maintenance providers on an as needed basis
Liaise with and assist the Human Resources Office by providing the required labor force and appropriate school transport to accomplish relocation of furniture, appliances and other household items from the School to the employee house, from the employee house to the School, or from any other location that may be identified
Liaise with and assist the Director of Operations on a daily basis
Perform and complete these, or any other, duties as assigned by the School Director and the Director of Operations, and stipulated in the yearly goals and objectives.

School Hours   7:00 am to 4:00 pm Monday through Friday but this position may allow for flexible hours due to frequent weekend or evening work that may be required

Note   This job description is not intended to be all inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the School.

Contact   Interested applicants should contact the Director of Operations, Mr. Shane McLaren, at recruitment@aisj-jhb.com