



# Cleaning Supervisor St Johns Shopping Centre, L1

This is an exciting role within a fast-paced environment, working alongside the Soft Service Manager. Attention to detail and forward thinking is essential for this role.

St Johns Shopping Centre is Liverpool's largest covered shopping centre. Situated in the heart of the city since 1969 with over 100 retailers of top high street names.

## Key Responsibilities and Duties:

- Supervising the delivery of the cleaning division to consistently high levels of performance and standards that meet contractual obligations
- Communicating clearly with your team the results of customer SLA and KPI meetings
- Managing colleague's performance, undertaking quarterly performance reviews and annual appraisals on all members of site-based staff
- Fulfilling all H&S requirements as directed.
- Involvement in all areas of staff training.
- Monitor all cleaning equipment and machinery, and informing management of any issues.
- Deliver excellent customer service to all members of the public as well as tenants, contractors and visitors.
- Working within a 'team ethos' at all times

If you are the one for us, then this is what we can offer you:

- Salary: £11.54 p/h
- 35 Hours p/w
- Free parking
- Branded Uniform
- Training
- HSF Medical Care Plan
- Health & Wellbeing Support

## Ideal Candidate:

- Experience of rota planning
- Supervisory or Management experience
- Cleaning experience
- Familiarity with COSHH and other health & safety requirements.
- Excellent communication skills
- Basic IT skills would be desirable

## About The Westgrove Group

Innovation, added value and continual improvement, that's what The Westgrove Group is all about. We have multiple awards across the sector and are excited for our future development. We are uniquely Colleague focused and provide an exciting career platform which offers unrivalled opportunities for personal growth and development. Now is an exciting time to join us as and be a part of our exciting growth.

For more information on this unique opportunity please contact  
Kathy Paton, Recruitment Co-ordinator  
Email: [Kathy.Paton@westgrove.co.uk](mailto:Kathy.Paton@westgrove.co.uk)  
Closing date: Friday 27<sup>th</sup> August 2021