

Cleaning and Security Manager

We have an amazing opportunity for a Soft Services Manager to join our established team at St John's Shopping.

St Johns Shopping Centre is Liverpool's largest covered shopping centre. Situated right in the heart of the city since 1969 and boasting more than 100 retailers including some of the best of the high street names.

Key Objectives

- Outstanding operational management of a 70+ team of site-based operatives across 5 areas of service including cleaning, security, customer services, waste & car park cleaning, security and car park including events.
- Responsible for the strategy and direction of guest services management at St John's Shopping Centre in line with the Centre long term plan
- Living the Centre & Company values and principles, and promoting these throughout the team
- Ensuring high level service delivery across all operation provisions including events, security, cleaning and customer service
- Having regard to all relevant legislation; regulations and codes of practice to include the necessary financial impact of the contract

Areas of Responsibility

- Duty manager requirement as part of the centre management team
- Comfortable overseeing the centre
- Internal and external stakeholder engagement is key
- You will be a results driven, people manager with considerable understanding of customer services excellence within the commercial / property / retail sectors
- You will drive operational improvement to ensure first class relationships and the delivery of exceptional customer service levels at all times
- Enhanced customer relationship abilities, you will be an excellent communicator, a clear decision maker and adept in the development of ideas and opportunities and the continuation of long term relationships
- Promote equality, diversity and Human Rights in working practices

Skills, Knowledge & Qualifications

- Experience of managing large teams of varied functionality
- Demonstrate excellence in oral and written communication
- Exemplary presentation skills with experience of presenting to and engaging management and delivery teams
- Capable of managing change quickly and efficiently whilst maintaining effective service provision

- A high energy professional capable of influencing at a senior level, developing excellence with internal and external partnerships
- Analytical mind who can bring clarity to difficult situations
- Ability to work well with others and continue to deliver results under pressure
- Excellent interpersonal skills and an ability to establish credibility quickly
- Outstanding motivational and people management skills.
- True leadership skills necessary to achieve ambitious targets
- A flexible approach and a sense of teamwork

Desirable:

- Previous experience working for a company in the retail / hospitality sector
- Ability to design and develop service delivery in line with strategic business objectives
- SIA licensed

Competencies

- Excellent organisational skills with the ability to balance competing priorities and workloads
- Highly developed influencing and relationship management skills
- Ability to act decisively and remain calm under pressure
- Effective net-worker and relationship developer, who can contribute to a team based culture
- Ability to champion, support and deliver business initiatives
- Report writing / presentation skills
- Ability to work unsupervised and take responsibility

Core Behaviours

- Solution focused to deliver accountabilities of role and achieve KPIs; a 'can do' attitude and willing to go the extra mile.
- A Brand Ambassador at all times - in all communication, spoken and written, with colleagues, contractors and all internal and external customers and retailers.
- A positive attitude in support of the Centre vision; any concerns or negative views to be addressed confidentially and constructively.
- A willingness to support team members and colleagues at all times to underpin the success of the St Johns team.
- Support a culture of continuous improvement through all opportunities available - training and development or new technologies and systems.

Further Details

- Salary: competitive
- Contracted hours: 40 hours per week

- Shift Pattern: Vary and a fully flex approach
- Uniform & Training provided
- Free parking
- 28 days holidays per year
- HSF Medical Care Plan

The Westgrove Group is an award winning national provider of bespoke facilities management solutions. 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 and development.

We are uniquely Colleague centric and provide an exciting career platform which offers unrivalled opportunities for personal growth and development. Now is an exciting time to join us and to be a part our bright future.

Job Types: Full-time, Permanent

Benefits:

- On-site parking
- Referral programme

Schedule:

- Holidays
- Monday to Friday
- Night shift
- Weekends

Experience:

- Retail management: 1 year (required)
- soft service management: 1 year (required)

Work remotely:

- No

Apply to: nicola.odriscoll@stjohns-shopping.co.uk