



Job Title: Deputy Soft FM Manager
Reports to: Soft FM Manager
Staff reporting: N/A
Based at: Mecklenburgh Square, London WC1N 2AB
Salary: £40,000 per annum

Job purpose

The purpose of this role is to assist the Soft Services Facilities Manager in managing the delivery of high-quality customer focused soft services (catering, housekeeping, portering, waste, linen management, laundry) across Goodenough College sites to meet the needs of the College, its aims and objectives for benefits of Members, visitors, guests and staff. The role also has responsibility for the procurement and delivery of Soft FM services, and the management of health and safety, fire safety, statutory compliance, and the environment.

Key responsibilities

1. Deputise the department during the absence of the Soft Services Facilities Manager.
2. Assist in managing and monitoring effective and efficient services provided by the College's Soft Services delivery partners (Contractors) to meet contractual obligations, KPIs, agreed company policies and procedures, and reflect industry best practice.
3. Monitor housekeeping and catering service delivery against industry standards, contracts, Goodenough College process, policies and expectations.
4. Work in partnership with the internal stakeholders, Contractors and associated third parties to ensure Goodenough College builds and maintains its reputation for its high-quality service levels.
5. Liaise with Soft Services Facilities Manager, Contractors' General Managers and their management teams to ensure requests are completed within the required timeframe.
6. Assist Soft Services Facilities Manager in implementing standardised ways of working and reporting across all Soft Services lines in areas of compliance, quality and customer satisfaction.
7. Attend monthly contract review meetings and weekly meetings with Soft FM providers; take minutes and ensure their distribution in timely manner.
8. Assist Soft Services Facilities Manager in driving quality and efficiency improvements by identifying areas for improvement and providing suggestions and solutions.

9. Undertake audits of the cleaning and catering service standards, record, analyse and update them.
10. Liaise with Soft FM Manager and Soft Services delivery partners (Contractors) to ensure the delivery of the Soft FM service is in line with health and safety legislation and approved codes of practice.
11. Ensure the agreed stock of flat and public areas inventory items is available by performing regular stock checks and purchasing.
12. In order to guarantee agreed and sufficient quality of services are accomplished, attend some external events and catering services outside of regular work hours in rotation with the Soft FM Manager.
13. Develop PPM plan in collaboration with Housekeeping Services contractor, communicate with affected parties and verify satisfactory delivery of PPM through prompt checks and sign offs.
14. Carry out laundry room checks, report faults and ensure they are dealt with.
15. Take part in regular review of waste management strategy (number, size, suitability of internal and external bins and signage across all estate's buildings)
16. Support College Members in managing Karma Room and Trade Boxes and organise ad hoc waste removals from side.
17. Contribute to production of communication with Members through partnership with Soft FM Manager and Marketing Team to describe service innovation and service changes, utilising social media where appropriate.
18. Contribute to production of Member feeding and environmental calendar of activities including suitable communication with Members and other stakeholders.
19. Help in building and updating content for intranet and College website.
20. Undertake any other reasonable duties as required by the line manager.

Person Specification

Job Title: Deputy Soft FM Manager	
Education/ Training	<ul style="list-style-type: none"> • A relevant degree or qualified by experience • A Health and Safety training • Food safety and hygiene training
Experience	<ul style="list-style-type: none"> • Demonstrable knowledge and experience within Soft Services: Catering, Housekeeping and Waste Management • Understanding of relevant Health and Safety, Food Safety and Hygiene and other legislative requirements • Experience in conducting cleaning and catering audits • Financial Awareness (non-finance manager level), experience of managing budgets is desirable

	<ul style="list-style-type: none"> • Understanding of Client/ Contractor relationship- background in contract delivery is desirable
Technical Skills & Abilities	<ul style="list-style-type: none"> • IT literate with Microsoft & Windows applications • Experience in conducting cleaning and catering audits and monitoring or delivering KPI's • Understanding of Cleaning Standards
Other skills	<ul style="list-style-type: none"> • Ability to communicate effectively with contractors, guests, visitors, colleagues and clients • Ability to work independently, flexibly and professionally • Ability to follow instructions and work in organised manner • Flexible, with the ability to work on their own and prioritise • Proficient in minute-taking and producing relevant action plans
Special Circumstances	<ul style="list-style-type: none"> • Willingness to work outside of office hours when required • Strong attention to detail and adherence to standards • Willingness to learn • Enthusiasm for delivery of high-quality services