

Misk Schools Job Description – Soft Services Supervisor (Outdoor)

Job Title	Department	Salary Grade
Soft Services Supervisor (Outdoor)	Facilities Management (FM)	TBA

1	Reports to:
	Soft Services Manager

2	Core Purpose:
	The Outdoor Soft Services Supervisor will be responsible for managing and monitoring the provision of outdoor soft services that include Landscaping, Pest Control, Cleaning, Waste Collection. The core purpose of the Soft Services Supervisor is to manage the provision of outdoor soft services and monitor the performance of the FM service provider in the school.

3	Responsibilities:
	<ol style="list-style-type: none"> 1. Supervise the FM Service Provider staff who are providing outdoor cleaning, pest control, landscaping, waste collection, portorage and storage services to Misk Schools 2. Monitor and manage the performance the FM service provider against KPIs, making sure that all contractual requirements are met and not compromised 3. Verify the suitability of cleaning schedules, intervals and standards 4. Liaise with service providers with regards to the provision of soft services at the school 5. Ensure that service provider staff are fully aware of Misk Schools’ policies eg Health and Safety, Safeguarding, etc 6. Assist the Soft Services Manager in monitoring Contractor SLAs and KPIs 7. Inform the Soft Services Manager of any service gaps and propose solutions 8. Receive and act upon soft services requests from school staff through the Helpdesk 9. Coordinate monthly contractor meetings and establish project plans and work timetables 10. Assess the work of contractors against KPIs and provide feedback to the Soft Services Manager 11. Coordinate with the Soft Services Manager on procurement requirements 12. Assist and advise on the diagnosis of soft services issues and costings 13. Collaborate with the Health and Safety supervisor to assess risk and provide remedies 14. Check the asset list and inventory list and implement measures as appropriate 15. Provide a high quality and timely service to internal clients based on agreed service standards 16. Implement a policy of continuous improvement and innovate the scope and quality of service delivery standards 17. Conduct all activities within the service standards established by the Soft Services Manager 18. Conduct daily activity in line with Misk Schools policies and procedures, embedding Misk Schools culture and ethics in all activities 19. Collaborate with Soft Services Manager to establish and achieve personal performance objectives

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20. Maintain the stakeholder as the focus of all activities
21. Work flexibly according to the needs of the organization
22. Innovate systems and processes to enhance efficiency and effectiveness
23. Undertake additional duties as and when required by the Soft Services Manager

4 Qualifications

- Appropriate Facilities Management or technical qualification BTEC Higher (or equivalent) or relevant previous equivalent experience
- BICSc qualification preferred

5 Experience

- At least two years in a supervisory role in a similarly sized organization
- Experience of managing soft services in a complex environment, preferably in the MENA region
- Track record of success in delivering soft services contracts
- Experience of working in a busy and challenging workplace / work environment
- Excellent organizational skills

6 Commitment and Abilities

- Ability to communicate clearly in written and spoken English with colleagues and external agencies
- Ability to work sensitively with people from other cultures
- Ability to work independently as well as part of a team
- Strong organizational and time management skills
- Ability to develop and maintain critical, trust-based relationships internally and externally
- Enthusiasm for working in an environment of positive change and development
- Ability to organize own workload and work to agreed deadlines
- Great attention to detail and excellent organizational skills
- Strong critical thinking, analytical and problem-solving skills
- Commitment to professional development: identify skills shortfalls and undertake training required by the Soft Services Manager
- Strong Written and verbal Communication Skills
- Teamwork
- Adaptable and Flexible
- Expected to recognize the bounds of his/her authority and take appropriate courses of action after making a considered judgement
- High level of concentration, an ability to focus and act appropriately
- Flexible, self-motivated and with a pro-active approach
- Identify skills shortfalls and undertake training required by the Soft Services Manager.

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- The Policy and Procedures in respect of confidentiality will be adhered to at all times.
- Decent proficiency of Microsoft Office (Word, Excel, PowerPoint, etc.).
- Able to deal effectively with sensitive issues/ Customer Relationship Management Skills
- Ability to work under pressure and meet deadlines
- Knows what makes commercial sense
- Builds trust with all stakeholders
- Real passion and enthusiasm to succeed