

# Job Advert

## Contract Cleaning Manager

**Jericho**  
Breaking barriers, changing lives.



# About JERICHO

At JERICHO we break barriers and changes lives. Established in 1993 we support people marginalised by society and barriers to find employment and personal fulfillment.

We believe in a just society where everyone has a chance to prosper and we support those who need it most. Our beneficiaries include young people, people who have been in prison, people in recovery from addiction, disabled people, those with experience of homelessness, survivors of modern slavery and people with complex needs.

Our model is straight forward and sustainable, we operate 7 social businesses which provide work and training opportunities for those who need it most. Our businesses offer great products and services, but with the added benefit that each time a customer chooses to buy from us they are supporting a job opportunity.

As an organisation we have directly supported over 8,000 people to achieve sustainable employment and economic independence. The opportunities we provide enable socially excluded people to become more integrated and included members of their local community.

The more people who buy from us, the more good we are able to do in people's lives; it's as simple as that. Jericho is hugely effective and we are not stopping until we realise our vision of a world free from injustice where people from all backgrounds can reach their potential at work and in life.



[enquiries@jericho.org.uk](mailto:enquiries@jericho.org.uk)  
0121 647 1960  
[jericho.org.uk](http://jericho.org.uk)

# About Jericho Cleaning

Jericho Cleaning carry out a range of contract cleaning services for businesses, charities, voluntary organisations, churches and community groups. We currently employ a team of 16 cleaners operative across 10 different sites.

Jericho Cleaning is at a very exciting stage of its development and our key priority now is to grow, turning it into the go-to contract cleaning social business in the West Midlands and beyond.

## About the Role

**Job Title:** Contract Cleaning Manager

**Salary:** £25,000 - £30,000 per annum (*depending on experience*)

**Working Hours:** 37.5 per week

**Reports to:** Senior Social Enterprise Manager

**Based at:** 196-198 Edward Road, Balsall Heath, B12 9LX

The key role of the Contract Cleaning Manager is to expand the business whilst also overseeing the smooth running of the current various customer contracts and sites.

The post-holder will be responsible for the ongoing management of cleaning staff, the recruitment and training of new staff as well as undertaking regular quality audits. The role is mainly office-based, but will also involve visiting sites, customers, cleaners as well as some cold calling.

The Contract Cleaning Manager will be responsible for ensuring the highest cleaning standards are achieved and that high levels of customer satisfaction are maintained.



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# Main Duties & Responsibilities

Specific tasks will include but will not be limited to:

- Contract retention
- Cold calling or following up on leads for potential new business
- Managing the resourcing of cleaning contracts including recruitment and mobilisation of new staff and contracts
- Managing and co-ordinating all cleaning services ensuring a high quality is consistently achieved
- Maintaining an excellent relationship with staff and customers
- Day to day strategic planning of the cleaning contracts
- Producing reports as required by the Senior Social Enterprise Manager
- Ensuring the overall cost effective and efficient delivery of the cleaning contracts
- Any other duties deemed necessary by the Line Manager

## Benefits

- 32 days annual leave per annum (including Bank Holidays), increasing with length of service
- The opportunity to work for one of the UK's most innovative, successful and effective social enterprise charities
- Opportunities for career progression as the business grows



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# Personal Specification

## Values

- Commitment, understanding and living of Jericho's five values: Respect, Equality, Love, Integrity and Excellence

## Skills & Experience

- Proven ability in developing and embedding new business opportunities
- Proven ability in quoting and winning new contracts
- Knowledge and experience in the cleaning industry
- Knowledge and understanding of social enterprises and the third sector
- Experience of managing a diverse staff team which will include people with barriers to economic participation and social inclusion
- Excellent communication skills
- Valid UK driving licence and access to own vehicle which must be insured for business use

## Additional Consideration Will Be Given For The Following

- An appreciation of the Christian ethos of the organisation
- Experience of working in a multi-ethnic, multi- faith setting



# To Apply

Please email your CV and covering letter to [hr@jericho.org.uk](mailto:hr@jericho.org.uk)

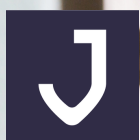
The covering letter must include:

- Where you heard about the job vacancy
- Why you want to be considered for the role
- How you meet the criteria outlined in the personal specification

For an informal conversation about the role please contact Nigel Lawrence on 0121 647 1960.

**Closing Date:**

5pm on 2nd October 2020



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