

JOB DESCRIPTION

Job Title

Executive/Site lead – Housekeeping/Soft services.

Reporting to

Asst Manager/ Manager

Roles and Responsibilities

Housekeeping Site Executive

The Facility Executive would be available in the general shift.

The Executive shall be responsible for Service Delivery, Quality Control- adopting Quantitative Tools, Performance Measurement, Client Relationship, Smooth execution of Services, and MIS Generation.

Following are the overall duties and responsibilities of the Facility Executive deployed at site:

- He/ She will be Overall Housekeeping in-charge of the premises.
- Shall take rounds with FM Lead and record the observations and action upon and update the status to FM lead.
- Daily round with Supervisor for the building inspection.
- Should be always in formal wears while on duty.
- Report to client co-coordinator in the event of any major/minor breakdown which would adversely impact business operations and follow up until the problem is rectified.
- Any snag report shall be handwritten by site in charge and forwarded to the respective person with a copy to FM Lead.
- Report on Attendance, log book, stock registers, deployment chart & Updates in the previous day night shift to FM Lead

- Shall have complete knowledge about the site, written documentation of systems and procedures for carrying out the cleaning activities
- Shall take induction for new staff and brief on site details and who-is-who.
- Shall ensure that the H/K activities are carried out in accordance with the set process and procedures.
- Shall interact with the 247FSPL' Management for fulfilling statutory requirements and keep the documents for verification anytime.
- Shall be complete in charge of stores and update the daily stocks in the registers legitimately.
- Co-ordinate with the suppliers for service obligations as per the contract including breakdown maintenance of the HK equipments
- Reviews of the system (along with all the services vendors) on a monthly basis to add value on service level
- Review of HK services on a monthly basis
- Weekly review of various issues & improvement of the services with co-coordinator.

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- Ensure all safety guidelines/requirements are met by team members/vendors.
- Analyses/Recommend solutions on complaint analysis and plan preventive actions for recurring complaints.
- Review all check lists on a daily basis to ensure smooth operations.

- Periodically check/amend checklists, operation steps, and material consumption analysis.
- Shall train the housekeeping staff regarding adherence to personal & site hygiene standards.
- Shall update FM Lead on changed telephone Nos of the supervisors and 247FSPL Management.
- Shall develop customized deployment schedules – define the responsibilities and the areas of operations of each and every. .

- Will delegate responsibilities to & monitor the supervisors.
- Shall present the consolidated attendance to the 247FSPL office by the mentioned date of every month for billing purpose.
- Shall co-ordinate with FM Lead for purchase of environmental materials, consumables & equipment and maintain optimum stocks of the same. All indents would reach the 247FSPL-office by the stipulated timeline of the month

- Will arrange periodic environmental training programs for all the staff on a monthly basis which will be planned and scheduled a month in advance and regular training programmers are conducted as per schedule.
- Will prepare MIS, MMR & other reports for the environmental activities as per the agreed format and submit on or before the mentioned date of every month.
- Shall conduct internal inspections which will be recorded and will have improved the overall services.
- Ensure that all the soft services are carried out as per schedule.

- Shall update FM Lead on all activities of the day shifts (template provided) before leaving for the day.
- Shall check the client register daily thrice and close the same. If the complaint is recurring then a suitable solution to be suggested to FM Lead to over the same. All such closed issues shall be updated to FM Lead by end of the day.
- Ensure that the response time is maintained for all requests/complaints as per the accepted Turn-around Time.
- Shall monitor the briefing and de-briefing sessions daily and at least twice in a week to the night shift boys.
- Shall ensure any changes in the process communicated are strictly followed down the line.
- Shall update FM Lead on in/exit of all H/K boys on daily basis and handover the ID badges of the exited boys.
- Be proactive by having close co-ordination with Facilities Management Representative.

Others

- Preparing floor register for complaints/ Issues
- 24/7 emergency call support and site attendance is required

CANDIDATE SPECIFICATION: KEY SELECTION CRITERIA

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Ideal Experience

- Qualifications in Housekeeping knowledge is essential;
- Excellent people skills and ability to interact with a wide range of client staff and demands
- Demonstrated experience with tendering and service improvement initiatives required.
- Knowledge of Basic safety awareness.
- Medium PC literacy and proven ability to manage daily activities using various systems.

247ESPL