

Job Description

Job Title	Supervisor- KPs
Reports to	Area Manager (Day Contracts)
Line responsibility	Assistant Supervisor- KPs and Kitchen Porters
Hours per week	40 to 48 hours/ week (Various shifts across a 7 day work week)

About Casna

Founded in 1989, Casna is a specialist provider of quality cleaning services to the premium hospitality industry. The company is a nationally recognised family-owned organisation which now operates throughout London and the Home Counties. Over the last two decades Casna's solid organic growth has been achieved through client recommendation and excellence of reputation.

Job Purpose

- The Supervisor is responsible for the organisation and running of the kitchen porter and cleaning contracts at client site and to protect the company's future by the retention and expansion of the company through personal endeavour and application
- The Supervisor must ensure all Kitchen Porters in their team perform consistently to company corporate standard of operation, which by definition exceeds that of the expectation of each of the clients
- The Supervisor is responsible for establishing and maintaining relationships with chefs, BOH and F&B Managers at the Client site/s

Job Responsibilities

- Be totally aware of the methods of cleaning all areas to include the treatment of different floor surfaces including deep cleaning at nights, general cleaning and mopping during days
- Ensure regular, planned and recorded communication with clients at all levels and be prepared to brief the Area Manager
- Be continually proactive to ensure that our clients' expectations are exceeded at all times
- Plan the workload to allocate time and resources effectively and efficiently
- Ensure all company policies are carried out diligently, and the procedures manual used for the purpose of ensuring that the company culture/style is upheld and standards maintained at all times
- Ensure the Kitchen Porters work as a team to ensure that services are delivered to clients in a consistent and efficient manner and that staff adhere to the behaviour codes laid down in the procedures manual and Staff Handbook
- Ensure that the company procedures, training and induction of new employees are carried out across the team and recorded
- Carry out site inspections as scheduled and take corrective action followed up by preventive action to ensure that clients feel confident about the service being delivered by the company
- Contact should be made with the Executive Chef/Back of House Manager/ F&B Manager or their representative as required
- All matters relating to operational and personnel issues should be dealt with in an efficient, timely and sensitive manner escalating any issue appropriately
- Ensure that operational criteria are maintained to the company standards every day specific to contract
- Monitor that all equipment owned by the company for carrying out the functions of the job is serviceable, used correctly and within Health and Safety guidelines. Any equipment faults are to be reported to the Area Manager and/ Head Office immediately

- Ensure the induction and all relevant trainings to new starters are carried out regularly
- Monitor use of all janitorial supplies correctly within COSHH regulations, and that each new employee is given proper training (primarily by the client) to protect the individual, the company and the client from any punitive action
- Monitor all chemicals and equipment owned by Casna for carrying out the functions of the job are used correctly within environmental and Health and Safety guidelines
- Monitor suppliers and service providers are chosen based on their quality and environmental credentials
- Monitor all training records are filled in and the 'log' reaches the Area Manager/ Head Office
- Ensure that the daily staff rota plan is complete, accurate and employee holidays are considered in the planning
- Ensure that company hygiene standards are met and staff are ambassadors for Casna Group ensuring high standards of dress and performance
- Ensure that Head Office is made aware of any matter relating to personnel that is not resolved on site
- Be responsible for conducting internal audits as and when required
- Through goal setting, mid-year and year-end reviews evaluate the performance of each kitchen porter under your control and identify areas of improvements as appropriate
- Through performance management process identify training needs for entire team and in discussion with the Area Manager, identify the training and development needs for each employee under your review
- Ensure all identified training participants receive both pre and post course briefings, attend the sessions and are evaluated for training effectiveness

General

- To support the company and its people in the pursuit of excellence
- To attend and contribute to all relevant company meetings
- To undertake a process of self-development to improve your business and interpersonal skills
- To carry out all additional tasks in relation to your role as requested periodically by the Area Manager

Knowledge, Skills and Experience Required

- Experience of leading and managing Back of House or Kitchen Porter teams is essential
- Domestic experience within a 5* hospitality environment desirable
- Basic knowledge of computers
- Excellent interpersonal and communication skills with ability to liaise at all levels
- Ability to work in high volume/pressured environments

Summary

This job description is not limited to the above and may be amended or extended without notice to maintain the company's due diligence. This Job Description will be used as a basis for individual performance review between the post holder and the manager.

Signatures

1. Supervisor- KP

I _____ (*name in capitals*) having read this job description confirm that it will form part of my contract of employment. I further confirm acceptance and responsibility for all matters identified in the job description.

Signed: _____ Dated: _____

2. Area Manager

Signed: _____ Print Name: _____

Dated: _____