

Role: Facilities Soft Services Supervisor
Reports to: Facilities and Contract Manager
Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

To support the delivery of our soft services, which play a crucial role in the experience of all clients and customers at the Scottish Event Campus (SEC). Offer support for the Facilities and Contract Manager on managing the cleaning partner contract. Support the management of sub-contractors to ensure effective and compliant delivery of services at the SEC in accordance with the company standards and procedures.

Key Responsibilities

- Working proactively with the SEC's cleaning partner to align service delivery with event schedules and business needs.
- Assist the Facilities and Contract Manager to ensure post-event inspections of all client and visitor event spaces and complete regular venue inspections with the housekeeping and cleaning Partner.
- Support continuous improvement of effective cleaning and housekeeping operations across the campus, ensuring alignment with the SEC's Experience Strategy and compliance with all Health & Safety procedures (including COSHH).
- Ensure internal spaces (public areas, meeting rooms, dressing rooms, production rooms) are consistently presented to the highest standards at the SEC.
- Oversee the external SEC areas (entrances, concourses, car parks, external façades) to maintain a clean, safe, and welcoming environment.
- Maintain consumables and stock inventories in collaboration with the cleaning partner.
- Liaise with the helpdesk to resolve any soft services issues quickly and effectively, including completing tasks and jobs as appropriate.
- Support colleagues across the Facilities Team to ensure the delivery of a service quality that enhances the client and customer experience and exceeds expectations.
- Assist in monitoring and managing suppliers (e.g., waste management, pest control, window cleaning) to ensure they meet and exceed agreed SLAs.
- Ensure the readiness of all spaces (including organiser, artist, hospitality, front-of-house and back of house) before and after events.
- Complete detailed inventory checks for all client spaces (organiser offices, artist dressing rooms, and productions rooms) and provide completed handover checklists to the clients at the beginning of their tenancy. Ensure outstanding jobs are prioritised for completion during tenancy wherever possible.
- Conduct regular audits to ensure that service delivery aligns with agreed SEC standards.
- Support the ongoing development of all cleaning operations and soft services to enhance efficiency and client/customer satisfaction.
- Support the Facilities and Contract Manager in cost management and improved efficiency in terms of reducing expenditure with partners and suppliers whilst maintaining standards.

- Deputise for the Facilities and Contract Manager as required, ensuring effective management of cleaning partners and subcontractors.
- Represent the Facilities Team in meetings and during client site visits
- Produce reports as required on cleaning performance, consumables usage, areas for improvement and contractor compliance.

Required Skills and Experience

- Knowledge of Health & Safety legislation including COSHH.
- IOSH Certificate or equivalent.
- Good numerical and written skills.
- A minimum of 12 months experience managing/supervising a cleaning operation in a commercial environment.
- Experience of Microsoft software systems.
- Able to work flexibly in line with business requirements including working during events in evenings and weekends.
- Educated to a minimum of NVQ level 3 or equivalent.

Key Competencies

- Strong communications skills.
- Excellent people management skills.
- Ability to communicate effectively at all levels.
- Personal commitment to Learning and Development.