

About Just Helpers Ltd

We are a small but rapidly growing cleaning agency who introduces clients to cleaners across the whole of London. We currently represent an operational team of 45 Field Service colleagues, known as 'Helpers', 6 managers and 2 administrative support consultants. We care deeply for everyone who is a part of the Just Helpers family.

We want our clients, current and those on their way, to recognise that our team of colleagues are there to help, that we can be trusted to make cleaning day their best day of the week, understanding that a clean house, allows our clients time and space to do the things that God has created them to do, to give them space to think, create, breathe, be.

We are not just cleaners, we are Helpers who believe in justice, a win-win-win situation for everyone in our circle.

We are passionate supporters of the London Living Wage and 'doing the right thing' is at the heart of all we seek to do. We expect that everyone who is a part of our team subscribes to this ethos too.

There are plenty of opportunities for the right people to advance their career within our company. We are always looking for switched-on positive people. Is that you?

Job Purpose

1. Carry out smooth day-to-day running of the company by liaising with Clients and Helpers to ensure all logistics run effectively and efficiently.
2. To be the main reference point for Clients and Helpers with the support of Team Managers.
3. To ensure that the Business Management System is regularly updated
4. To oversee and introduce management systems to enhance the operational side of the company as we step into an exciting new growth period.
5. There will be one additional role attached to this job description for each Operations Manager

Registered Address

3-5 Lansdowne Road, Croydon, CR0 2BX

Registered in England and Wales. Company No. 09918005

Phone

020 3995 4810

email

info@justhelpers.co.uk

web address

Justhelpers.co.uk

Operations Manager

Salary & Hours

£31,122 pa

45 hours pw

Main Duties to include

Essential

- Responding to emails and phone calls from colleagues and clients each day and helping to resolve problems, follow-up feedback and ensure Helpers are set up for success
- Assisting Sales Managers and Team managers in matching Helpers with clients and producing the necessary paperwork with the support of an Enquiries assistant, ensuring a turnaround of 4 days
- Ensuring that the CRM/Business Management System is up to date on a daily and weekly basis
- Assisting the Helpers with their scheduling and supporting them in having a balanced workload
- Generate monthly KPIs relating to the operational and client retention side of the business
- Previous professional cleaning experience

Developmental

- Instrumental in the development of a new business management system
- Be adept at creating and documenting operational procedures

Person Specification

Essential

- Able to work core hours (in a shift work pattern) of 7.00am– 7.00pm Monday to Friday and alternate Saturday mornings
- Outstanding organisational and time management skills including the ability to multitask and prioritise workload with limited guidance
- Experience in managing logistics, scheduling, planning and problem solving
- Proven ability to work and think clearly under pressure, to tight deadlines with a 'can-do' attitude
- Good with numbers
- Knowledge of and ability to set up office management systems and procedures
- Professional and highly personable communicator, verbally and in writing with clients and colleagues

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Operations Manager

- Excellent customer service skills including professional and friendly telephone manner and impeccable discretion and confidentiality
- Team player with the ability to remain positive in difficult situations and help resolve any conflicts
- Strong ICT skills including strong command of MS suite, knowledge of databases and ability to use a CRM system.
- Ability to work alone and remain focused and highly motivated with limited supervision
- High-level English language speaker with one other European language preferred
- Previous professional cleaning experience

Desirable

- Bulgarian Speaker
- Cleaning Experience

Reporting to

- Company Director

Benefits

1. Company laptop and or tablet and a mobile phone supplied
2. Opportunity to work from home for the right candidate
3. Opportunity to apply for more senior positions as they arise
4. Opportunity to be part of a growing company and therefore to be exposed to other areas of the business as a learning and growth opportunity
5. 30 days annual leave *pro rata*
6. Pension scheme with employer contributions.

Job Location:

London

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