



Job Description

POST:	Soft Services Manager
TEAM:	Oasis Restore – Facilities Management Team
RESPONSIBLE TO:	Facilities Manager
RESPONSIBLE FOR:	Supervisor and some Cleaning Operatives
SALARY:	32,147 to £35,937 Plus Local Government Pension Scheme
LOCATION:	Oasis Restore Secure School in Rochester, Medway, Kent ME1 3YB
WORKING PATTERN:	Full-time (Monday–Friday), with flexibility to support operational needs: 39 hours per week
DISCLOSURE LEVEL:	Enhanced

About Oasis Restore

Oasis Restore is the country’s first secure school that is a proof-of-concept policy initiative funded by the Ministry of Justice (MoJ) and the Youth Custody Service. Oasis Restore’s mission is to transform the life chances of children aged 12-18 years in the criminal justice system through delivering psychologically informed, integrated practice that centres on trusted, safe relationships between staff and children. Oasis Restore is a learning community that embeds hope, stability, and opportunity for children beyond the secure school.

Job Purpose

The Soft Services Manager plays a crucial leadership role within the Facilities Team, responsible for ensuring a consistently high standard of cleanliness, hygiene, and presentation across the Restore campus. You will manage, motivate and coordinate the cleaning team that has recently been brought inhouse aswell as those staff recently appointed, oversee cleaning schedules, uphold regulatory compliance, and ensure that all soft-services cleaning functions operate efficiently and safely.

You will act as the primary point of contact for all cleaning-related property and estates matters, liaising with internal colleagues, senior leaders, external contractors, and service providers. You will support wider Estates operations, contribute to business continuity planning, and ensure that the

environment remains safe, welcoming, and conducive to the wellbeing of children, staff, visitors, and volunteers.

Specific Responsibilities

Health and Safety Compliance

- To assist with the upkeep of areas around the academy including reception, toilets, shower, changing rooms, classrooms, corridors, canteen, hall and other areas as directed to a high standard.
- To assist with creating and ensuring the delivery of a high standard of cleanliness through the satisfactory performance and completion of Planned Housekeeping, Cyclical Deep Clean Programs, and other required duties.
- To ensure that all housekeeping works have appropriate Health & Safety Risk Assessments in place and to ensure that other Health & Safety requirements are met whilst undertaking housekeeping on the Restore site.
- To ensure that all operations comply with relevant legislation including Health & Safety at Work Act etc., current environmental legislation, COSHH & Child Protection legislation.
- To assist in undertaking all allocated preventative equipment checks as well as supporting in maintaining an appropriate level of housekeeping stock at all times via planned stock monitoring.
- To assist the Facilities Manager in the implementation of procedures related to the Business Continuity plan and other emergency events.
- Ensure all cleaning staff receive regular training in safe working practices.
- Oversee the completion of risk assessments and ensure staff adherence to them.
- Support the Facilities Manager in implementing emergency responses to cleaning-related instances, adverse weather plans, and business continuity procedures.
- Ensure accurate and timely completion of cleaning-related compliance documentation.

Leadership & Team Management

- Provide day-to-day supervision and line management of Supervisor and Cleaning Operatives.
- Recruit, induct, train, support, and performance-manage cleaning staff.
- Manage any staffing matters within the team in accordance with our staffing policies and procedures
- Develop rotas, manage leave requests, allocate duties, and ensure appropriate staffing levels for all areas.
- Lead on professional standards, modelling the highest levels of conduct and behaviour.
- Encourage a positive, restorative, collaborative team culture.

Service Providers

- Manage external cleaning contractors ensuring compliance with SLAs and contractual requirements.
- Coordinate site access, task requirements, performance reviews and issue resolution.
- Support mobilisation of new services and temporary contractors when required.

Operational Cleaning Management

- Design, implement and monitor cleaning schedules, specifications and quality-assurance processes.
- Plan and oversee routine, cyclical and deep-clean programmes across all Restore buildings.
- Ensure responsive and timely delivery of ad-hoc or emergency cleaning tasks.
- Maintain stock levels of cleaning materials, ordering consumables when required.
- Manage the safe and effective use of cleaning equipment, ensuring servicing and maintenance are up to date.
- Ensure all waste management processes are conducted safely and efficiently.
- Carry out regular quality auditing and take responsibility for the implementation of improvement actions.
- When required, along with the Supervisor role, help with cleaning (ie when we are short staffed)
- Management of 3rd party contracts (eg waste management and kitchen extract cleaning)

Customer service

- To assist with the delivery of a high quality, resident-focused property & estates service.
- To undertake preparing areas for school related activities and functions, moving, and setting up furniture and equipment as required.
- To act as a point of contact in the assistance of property & estate matters at Oasis Restore in support of the Principal Director, Oasis Restore staff and other external service providers.
- Communicate clearly and proactively regarding cleaning schedules, restricted areas, or special cleaning requirements.

General

- To be an established, trusted, and reliable member of the facility's support staff.
- To consistently model the highest of professional standards in role as a key member of staff to all, across the academy and local community.
- To support the delivery of the highest possible standards of professionalism, ethical leadership, dress sense and personal behaviour through the lens of the 9 habits.
- To support the development of an open, collaborative, restorative and purposeful climate as well as offering structured, occasional supervision for students who wish to develop experience in practical skills as directed & supported by senior Restore staff.
- Assist with maintaining energy efficient measures within the Academy.
- Provide support on projects undertaken both in-house and externally. Report any urgent issues arising to the Facilities Manager, Head of Site and Operations and the Principal Director.
- Participate in ongoing professional development, training and reflective practice.
- Carry out any reasonable tasks commensurate with the level and nature of the post.

Safeguarding and Compliance

- Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.
- You will need to take an active role in ensuring that we are meeting our safeguarding and Keep Children Safe in Education statutory obligations through attending regular training and following the principles learned at all times.

Other

- The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
- The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed

Employee		Line Manager	
Print Name		Print Name	
Date		Date	

Person Specification

Our Purpose

Oasis exists to provide a rich and balanced educational and home environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each academy community.

	Criteria (Essential and Desirable)	How it will be assessed
Values and Ethos	- An enthusiasm for demonstrating commitment to the values and behaviours which flow from the Oasis ethos. - Relationships: the conviction that providing the best care for children depends on the foundation of building deep, trusting and boundaried relationships characterised by unwavering commitment and integrity. - Discovery: the commitment to gaining knowledge and understanding through learning as you 'do', remaining reflective and open to ongoing experiences, ideas and learning. - Community: the belief that we are interdependent and equally responsible for the environment we create, and that the journey of discovery and relating is brought to life in community.	A, I
Competencies	- Relational - The ability to build and sustain good, compassionate, responsive relationships characterised by respect, understanding and healthy boundaries. - Curiosity and reflectiveness - A commitment and ability to discovering self, other, context and new perspectives through observation, interaction and reflection. - Teamwork - Works well in and across teams, contributing proactively, representing and taking appropriate responsibility for shared goals. - Resilience and flexibility - Able to anticipate and manage change flexibly, responsively and calmly, maintaining the ability to think and facilitate others' thinking under pressure; able to persevere. - Managing complexity - Able to understand multiple perspectives and considerations, acting with these in mind - Ownership and organisation - Hard-working, conscientious and thorough.	A, I, UT

	•	
Qualifications	• Appropriate academic qualifications to GCSE level (and/or experience in cleaning at that level); • Basic Health & Safety qualifications: ○ Manual Handling ○ First Aid at Work ○ Working at Height	A, I
Experience, Skills, and Knowledge	• Good communication skills • Good organisational skills. • Proven ability to work under pressure & respond to deadlines. • Good interpersonal skills. • Good written communication skills. • Good attention to detail. • Appropriate standard of literacy and numeracy. • Practical experience of at least one year within the field of Facilities Management – Specifically cleaning/housekeeping. • Experience of delivering reactive, cyclical and planned works. • Good working knowledge of MS Word, MS Excel and MS Outlook. • Experience in dealing with External Service Providers to deliver to contract or service level agreements.	A, I, UT

*A= Application form

I= Panel interview

AC= Assessment Centre

UT= Unseen task, Mini Teach, Presentation

Person Specification

Commented [AC1]: Is this all going above?

Values and Ethos

- Committed to the Oasis ethos of community, inclusion, compassion, and personal growth.
- Able to build trusted, boundaried relationships characterised by respect and professionalism.
- Demonstrates resilience, reflectiveness, and a commitment to continual learning.

Competencies

- Strong leadership and people-management abilities.
- Excellent organisational skills with the ability to manage multiple priorities.
- Ability to remain calm, flexible and solution-focused under pressure.
- Good problem-solving, decision-making and communication skills.
- Strong attention to detail and high personal standards.

Qualifications

- GCSE-level education or equivalent essential.
- Supervisory or management qualification (desirable).
- Health & Safety qualifications (Manual Handling, COSHH, First Aid, Working at Height) desirable.
- Professional cleaning / facilities qualification (e.g., BICSc) desirable.

Experience, Skills and Knowledge

- Significant experience in cleaning or soft-services operations, ideally within education, healthcare or secure settings.
- Experience supervising or managing cleaning teams.
- Understanding of Health & Safety, COSHH and compliance documentation.
- Experience managing contractors and service-level agreements.
- Good IT literacy (MS Word, Excel, Outlook).
- Experience working within Facilities Management is desirable.

Safeguarding & Compliance

- Oasis is committed to safeguarding and promoting the welfare of children and young people.

- The Cleaning Manager must fully support this commitment and undergo an enhanced DBS check.
- Staff must comply with *Keeping Children Safe in Education* expectations, attend regular training, and model safeguarding-first practice at all times.