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Quality Manager | Emrill Services LLC Dubai

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Company: Emrill Services LLC

Location: dubai

Category: other-general

Quality Manager | Emrill Services LLC Dubai

Emrill Services LLC is a multi-award-winning integrated facilities management provider in the UAE, providing a full range of hard and soft FM and manned security services with innovative solutions tailored to support its clients, including cutting-edge energy solutions and real-time performance management systems. Emrill commands an exceptionally high level of client retention and has enjoyed continuous growth since its formation.

The Quality Manager is responsible for maintaining the delivery of high-quality soft services across Emrill Services LLC. They will manage the quality of services provided by Soft Services provided to Emrill customers by carrying out regular auditing of systems and procedures and adherence to service delivery on sites. The position requires regular auditing to ensure cleaning, concierge and office boy services are delivered in a safe consistent and compliant way to achieve contractual service levels and key performance indicators. Guides and supports the preparation and submission of accurate and competitive cost proposals as part of a tender bid, utilising internal computerised estimating systems.

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Carry out regular auditing on contracts ensuring soft services contractual objectives (KPI's and SLA's) are identified, corrective actions and improvements are implemented in a timely manner.

Identify areas of improvements on contracts, implement and share 'best practices' across the business.

Ensure compliance across the business locations, all cleaning carried out in line with Emrill

safety standards, SOP's and associated risk assessments, COSHH and PPE requirements. Liaise with the COE soft services team, Area Operations Manager and site FM's to train, coach, mentor, develop and motivate employees to meet and exceed companies and customers' expectations.

Manage the corrective actions close out of audits.

Provide reporting to site personnel and management to give visibility of performance driving improvement across all project locations.

Respond efficiently and effectively to all soft services related incidents.

Brief and communicate with site management, housekeeping supervisors and housekeeping staff on all business-related information and operational related matters.

Support health and safety coordinators at site level ensuring all soft services staff are fully conversant with the dangers of their role and specific tasks.

Through auditing, ensure that there is a procedure in place and used for the care and regular maintenance of equipment, ensuring safety and security procedures are adhered to.

Through auditing recognise the need for training, assist in the development and implementation of ongoing training for housekeeping employees.

Supervise the work winning bid estimators to carry out site visits, gather all necessary information and details and prepare all technical information and costs to provide timely competitive compliant submissions.

Supervise the work winning bid estimators to support the mobilisation of contract wins to ensure that agreed service level agreements, key performance indicators, assigned proactive, scheduled and reactive tasks are carried out safely, consistently, compliantly, and in accordance with SOP's, risk assessments, method statements, policies and procedures.

Assist in the recruitment process of soft service employees when necessary.

Enforce Company Policy, Housekeeping Policies and Procedures including Lost & Found Procedures.

Be fair and impartial in all situations and avoid bias at all costs.

Maintain good professional relations with residents, guests and all Emrill employees.

Maintain follow-up actions.

Lead the team in identifying and quantifying risk and opportunity in the business.

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