

## JOB DESCRIPTION

**JOB TITLE:** Business Support Executive

**LOCATION** London Heathrow

**REPORTING TO:** Cabin Appearance Operations Manager

### OUR VALUES AND BEHAVIOURS

**Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

**Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.

**Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

**Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

**Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

## OVERVIEW OF JOB DESCRIPTION

### Main Duties & Responsibilities:

The main purpose of the Business Support Executive is to ensure that the correct number of staff and team are planned for and allocated inline with the business demands and flight schedules. Ensuring that the staffing rostering system is up to date and all staff trackers are up to date to ensure payroll is correct and all holiday and absence is managed.

- Planning all Cabin cleaning crews on a weekly basis to ensure correct resource coverage every day
- Allocate and process staff holiday in line with operational needs
- Authorise working hours to ensure staff are paid correctly.
- Plan and cover training to ensure compliance
- Communicate and engage with all staff
- Arrange overtime where required and other tasks
- Responsible for ensuring all staff trackers are fully up to date
- Log and track sickness and absence and feedback reports to the operations managers with staff details
- Lead and deliver new starter onboarding including ordering uniform and issuing lockers
- Carry out welcome sessions with all new starters to ensure they are trained on processes and rostering systems

### Person Specification:

## Essential

- 2-3 years of administration experience
- Strong communication and influencing skills
- Supervisional experience
- Strong IT and programme operational skills
- Organised and self motivated
- Strong attention to details

## Desirable

- Cabin Cleaning experience
- Experience using Find My Shift or others rostering programs

## HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

## NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***