

## JOB DESCRIPTION

**JOB TITLE:** Multi – Skilled Operative

**LOCATION:** London TfL Depots

**REPORTING TO:** SOM (JNP/SSL/BCV)

**HOURLY RATE:** £12.09 per hour- Nights

### 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

The Fleet Activity Support Team (FAST) will provide a comprehensive service ensuring a high-quality service is delivered to the client by forming part of a mobile team providing cleaning services on an ad-hoc basis mainly where reactive/planned resource is needed at short notice to ensure activity tasks are completed within SLA.

You will be seen as the management team of the future and fully encouraged with personal development along the way.

Although the primary focus is on cleaning, as a FAST team member you will be required to attend training on Area A at multiple depots amongst a host of other training including but not limited to, 1st Aid, SPC, DTA and underframe etc.

This role requires you to support at very short notice – holiday, sickness, emergency etc., often meaning that where you start your shift may differ from where you finish your shift (this may mean that you will have further to travel to return home than where you started your shift).

Reporting to an ABM nominated supervisor/manager whilst on site, you will cultivate relationships with our clients and managers alongside staff, to ensure an efficient and consistent level of operational performance. Another critical aspect to the role will be safety and hazard awareness where you will be required to lead by example and promote a thinksafe culture.

Further specialist training will be provided, where necessary, to ensure operational delivery of below tasks as a minimum:

Professional image to our staff, suppliers, clients and our client's customers at all times

- Graffiti Cleaning
- Toolbox talks
- Safety briefing
- Safety tour attendance
- Reactive/planned maintenance cleaning
- PPM cleaning
- H L depot surface and window cleaning
- Floor stripping and sealing using Twister pad Technology.
- One Coat polish application and maintenance
- HR investigations/note taking
- IOSH manging safely
- LEAN Coaching

Also, as part of your continued development you will be require partaking on an apprenticeship course

**Main Duties & Responsibilities:**

To assist with cleaning duties and any other reasonable associated tasks as directed by the ABM nominated supervisors and managers where absence and support are needed.

To be flexible and responsive to changing daily priorities fulfilling requirements and emergency cover at multiple sites.

To be knowledgeable of all cleaning related tasks, so that at the commencement of the shift, the current scheduled activity is supported, without the need for specific direction.

To be sufficiently cognisant of the area/building layout to be able to service required areas.

Escalate any issues to the ABM nominated supervisors and managers.

Ensures that work area is clean, well maintained and all equipment is secure.

Communicate with line manager daily to ascertain where next shift will be.

To fully participate in the performance review process and personal development planning.

Undertake training as necessary in line with the development of the post.

To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

To contribute positively to the effectiveness and efficiency of the teams in which you work.

To be willing to learn new skills and attend training as directed by line management.

Be prepared to deputise in a supervisory position as required by line manager.

### **Person Specification:**

#### **Operation:**

- Availability as and when required as per shift pattern and at short notice to attend other sites as required.
- Promote a clean and safe working environment reporting all hazards seen immediately and ensuring all tasks are carried out in line with company policies and procedures.
- Attend and participate in meetings as required.
- Operate and manage workload effectively without supervision and support training and coaching as required.
- Ensure all Health and safety procedures are applied complying with legislation and company policy and procedure.
- Maintain critical standards for professionalism, service speed & quality assurance.
- Adhere with new policies and procedures to ensure that a respectful workplace exists.

- Support management with note taking on HR cases.

### **Essential**

- Excellent Communication skills
- Demonstrate initiative and willingness to lead in the absence of supervision, accepting responsibility
- Sound Knowledge of safety regulations including risk assessments and method-statements
- Think safe ambassador and aligned to safety champions
- Flexible approach to location working and on call (within shift)
- Willingness to develop and grow within ABM

### **Performance Measurements**

- All work completed to a high standard
- Approach to work/task and locations flexible
- Ability to effectively support at short notice on multiple tasks
- Easily identified as support labour and not as core team
- Cleaning activity % increases on lines where you are appointed
- Clear plan on training and personal development as discussed with line manager

(If ad hoc requests are not adhered to and you choose to stay in a fixed depot then your pay and any relevant benefits will be adjusted back to site based team as you must remain flexible and accessible to covering short term absence.)

### **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.***