

## JOB DESCRIPTION

**JOB TITLE:** Operations Assistant

**LOCATION** JPMorgan Chaseside Bournemouth BH7 7DA

**REPORTING TO:** 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:

#### Main interfaces:

- Onsite Management and Service Support to sites on the South Coast
- Clients
- Cleaning teams on sites on the South Coast

#### Overall Purpose:

- Support onsite Management and Account Director with administrative assistance and assist Management across the contract when required.
- Provide regular reports to Line Manager and Customer
- Provide initiatives to contribute to improved and streamlined administrative processes on the Contract
- Adhere to stated company policies and procedures and carry out all duties in a way which is consistent with and which promotes ABM
- Provide financial information to client when required
- Responsibility for Purchasing, financial record keeping for the contract and ad hoc administration recording equipment, repairs,
- Prepare presentations for monthly meetings as required
- Liaise with facility and property managers regarding services and quotations.
- Coordinating help desk for South Coast

- Monitor associated services through ABM and sub-contractors
- Develop and maintain effective two-way communications with the client, staff, subcontractors, and associated service providers.
- Payroll inclusive of time and attendance processing and record keeping of sickness, Holidays
- Vetting new staff and contractors across all South Coast sites, helping other sites as required
- Coordinating and ensuring all work permits are approved and entered on to all work permit systems & raise DCVM's as required.
- Placing orders and distribution of all goods including consumables, uniforms, equipment, and any other ABM services to meet contract requirements.
- Applying access for all staff on the South Coast, recertification, complete cleaning audits as required
- In the absence of the Operations Manager be able to provide cover
- Managing onsite meetings and visitors

### **Person Specification:**

- Demonstrate experience of managing customer relationships / customer focus
- Financial and business acumen
- Ability to work autonomously to a high degree of accuracy and manage own workload
- Working within team environment
- Good PC skills and fluency with a range of PC packages (MS Office package including, word, excel, power point)
- Ability to work to critical targets and deadlines
- Good planning & organisational skills with ability to prioritise
- First class communication skills
- Commercially focused
- Confidence to suggest new ways of working or ideas for the contract, challenging the status quo if necessary
- Positive attitude and eagerness to learn about the Cleaning Industry
- A knowledge of the Cleaning an advantage

### **Essential**

- Ability to work to critical targets and deadlines
- Good planning & organisational skills with ability to prioritise
- First class communication skills
- Financial and business acumen
- Good PC skills and fluency with a range of PC packages (MS Office, SAP, power point)
- A flexible and adaptable approach to workload.

### **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*