

## JOB DESCRIPTION

**JOB TITLE:** Cabin Appearance Manager

**LOCATION:** London Heathrow

**REPORTING TO:** Duty Manager

**DIRECT REPORT:** Team Leaders

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### 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.

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### OVERVIEW OF JOB DESCRIPTION

The purpose of the Cabin Appearance Manager is to be the second in command to the Duty Manager, monitoring and auditing aircrafts, ensuring compliance with relevant processes. The ideal candidate will have experience of aircraft cleaning and supervisory experience.

#### Main Duties & Responsibilities:

- Ensure delivery of cleaning standards in line with service level agreements set out in the commercial agreement
- Conduct final sweep of aircrafts on all aircrafts, establishing and rectifying any shortfall
- Coach cleaners to enable them to meet and exceed standards
- Assist aircrafts that have not met SLAs to enhance standards avoiding any failures that may be captured on external audits
- Ensure that assets are safe guarded
- Identify, if and where processes are not meeting requirements and propose solutions working with the senior management team
- Ensuring procedures, policies and regulations are correctly followed and complied with
- Effectively work with the SDAs in monitoring and maintaining quality audits inspections

- Effectively comply with and manage H&S audits around aircrafts under HSE guidelines and HAL requirements e.g. Risk Assessments
- Timely submission of daily inspection reports
- At all times comply with HSE, DFT and HAL protocol along with Airport operating procedures
- Establish and maintain good relationships and lines of communication with client airlines, other airlines, HAL etc.
- Promote a culture of service excellence and maintain a professional image, both personally and corporately – champion legendary service

### **People Management:**

- Effectively manage, coach and mentor team leaders to meet service level agreements
- Responsible for ensuring absence management processes are effectively managed for cabin cleaners and team leaders
- Escalating any absence to HR support and/or contract administrator should triggers be met
- Ensure employees, under your control sign on and off, appropriately and correctly in accordance with Company Policy and Procedures.
- Ensure that the employees perform their jobs effectively. Follow good management practices including effective appraisals and assessment are applied in order to achieve optimum staff performance, timekeeping, development and retention.
- Maintain staff discipline and conformance with Company and regulatory requirements, utilizing the
- Company disciplinary process where necessary
- Ensure all paperwork is managed and processed in line with GDPR (general data protection regulation)

### **Person Specification:**

- Speak fluent English
- Previous supervisory / management experience
- Good communication and team work skills
- Open schedule availability
- Ability to multitask and work under pressure
- Good problem solving skills

### **Essential**

- UK Driving License
- Background / understand of aviation
- Previous experience in industrial cleaning
- A general understanding of H&S legislation
- Computer literate

### **Desirable**

## 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.***