

JOB DESCRIPTION

JOB TITLE: Senior Supervisor Night Shift

LOCATION: Glasgow Airport

REPORTING TO: Operations Manager

SHIFT: 4 nights on, 4 nights off (40 hours per week, 19:00 – 06:00)

PAY RATE: £11.50 per hour

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

As a Senior Supervisor you will be required to deliver the highest standards of cleanliness and hygiene throughout the airport, internally and externally by ensuring that all terminal buildings and outbuildings are fully maintained and safe through a planned and reactive management operations programme.

ABM Facilities Services strive to meet our clients demands in the best way possible

Main Duties & Responsibilities:

- To support the Operations/ Deputy Operations Managers in the day to day operational management of the contract. Liaise daily with site management team and serving Airport Duty Manager.

- To ensure high standards of housekeeping are achieved at all times, being flexible, able to meet the changing operational needs on a continual basis and to suggest new initiatives to ensure best practice is constantly delivered in accordance with cleaning specification and to BICs Standards.
- You will include yourself in the daily operational deployment and will work between day and night shift rotations as per site roster requirements
- To provide support to the business in service-related matters and promote the ABM FS brand at all times.
- To ensure that all team members carry out their cleaning duties in a correct and timely manner in accordance with cleaning specification, task matrix and direction from Management Team. Report any non-conformance to Site Management.
- To carry out cleaning assignment responsibilities as designated by management / periodic task matrix including deep clean tasks. Plan ahead, promoting a pro-active approach, ensure effective use of available resources.
- To support site management team in recruitment (via Right Check) Induction training (Onboarding), developing and training of staff.
- Ensuring strict compliance to GDPR and associated regulations.
- To deliver excellent communication and motivation to site-based team including daily de brief so that an effective communication exists in order for team goals to be achieved.
- To support the identification of training needs and ensure accurate site records are maintained at all times.
- To supervise the teams ensuring they are fully conversant with their roles and responsibilities, organise workload in partnership with shift supervisors to ensure fairness in the distribution of tasks.
- Ensure ABM/ Site Health and Safety Policies and Procedures (Including Airport Standards) are adhered to.
- To conduct investigation meetings low level disciplinary and return to work absence interviews as required.
- To be responsible and accountable for the safety and welfare of team members.

- Conduct daily audits in conjunction with serving ADM to ensure Service Delivery adheres to ISO Standards and the outcome achieves and/or exceeds client requirements.
- Maintenance and correct/ safe usage (trained staff only) of all equipment and machinery on site ensuring any faults are reported in a timely manner, ensuring pre and post checking regime in place.
- Ensure duties as dictated on the periodic task matrix are completed as per agreed Pier splits ensuring all core duties are complete. Deploy tasks in a fair and considered manner.
- Correct usage of cleaning chemicals in line with COSHH regulations, ensure all materials are stored safely, monitoring and ordering of consumables and materials in line with minimum stock levels whilst ensuring best value for money at all times.
- To make sure that all team members are familiar with and adhere to the Company's Health and Safety Policy and Procedures including daily health check and be mindful of Airport standards.
- Perform appearance / ear-piece checks on team and arrange issue of radio's at start of each shift.
- Ensure your Supervisors are trained in the core functions of the Senior Supervisor role which allows them to lead the team during periods of your absence.
- Prepare an informative handover for the incoming Senior Supervisor. This should include any important information discussed during ADM call; tasks incomplete from previous shift, areas of focus, staffing issues, equipment and machinery updates, confirm areas of enhanced cleaning programme, confirm any contractors and their intentions, confirm knowledge of peak times and invite a time for inspection and daily audit.
- Undertake any other reasonable duties as required to meet the needs of the business.

Person Specification:

- Good attention to detail with the ability to work independently and use own initiative. Reliable and responsible with a flexible approach to work. Good communication skills and committed to quality.
- Being able to quickly adapt to a very busy operational environment
- Able to work without constant supervision and follow the management instructions • Reliable and flexible
- Full training will be provided

Essential

- Provide us with 5-year checkable referencing history.
- Due to CAA regulations, all applicants must be over 18 years of age.

Desirable

- Full clean driving licence would be an advantage as would enhanced cleaning experience. Previous cleaning experience would be preferred as would experience in using buffer/ scrubber drier.

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