

JOB DESCRIPTION

JOB TITLE: Allocator

LOCATION: Manchester Airport

REPORTING TO: Supervisor

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:

- Monitor the issuing and receiving of equipment to all staff
- Assign staff to new jobs using Inform and monitor their progress
- Assist the Duty Managers and Supervisor's with ensuring adequate staffing levels
- Keep the Duty Manager informed of potential delays or problems
- Collate incoming requests for assistance, update Inform, plan and allocate tasks to staff to meet required service standards
- Ensure customer requests are met within SLA
- Receive and respond to telephone enquiries from staff and customers in professional manner.
- Liaise with all airline staff and handling agents.
- Provide detailed reports on delay's, failed SLA's, accidents and incidents
- Brief staff on relevant operational matters
- Escalate possible service failures, ideally before they happen.
- Identify operational challenges" and produce a plan to respond.
- Ensure a fair and consistent approach to staff when allocating work.
- Ensure staff are working appropriately and in a timely manner
- Promote and identify efficient ways of allocating

- Forward plan continuously for the next 36hours

Person Specification:

- Excellent communication & interpersonal skills.
- Flexibility.
- Innovative.
- Achievement orientated.
- Energy/Drive.

Essential

- Previous experience of primarily working in a similar role is desirable.
- Must have the right to work in the UK.
- Must pass a DBS check.
- Must be able to provide 5 years reference information.
- Must be over 18 years of age.

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.