

## JOB DESCRIPTION

**JOB TITLE:** Engineering Workshop Manager

**LOCATION:** London Gatwick (LGW) & London City Airport (LCY)

**REPORTING TO:** Head of London Gatwick & London City

### OUR VALUES AND BEHAVIOURS

**Respect**, this means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration**, 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**, doing the right thing, being honest, reliable and trustworthy and always delivering on promises.

**Innovation**, embracing technology, 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**, personal pride, 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:

**Managing the safety, efficiency and cost control of all bus fleet vehicles, including a variety of ground services equipment (GSE) and relationships with third-party suppliers.** You will act as the company's fleet champion, safeguarding the operational readiness for continued reliability and integrity for our contractual commitments with the airlines, airports and associated business clients. Whilst this role has majority synergies within the bus/coach engineering sector, the demands of operating within the airport environment (both Airside & Landside) is a stepped difference, with intensive passenger volumes, seasonal peaks and the dependency of a fully integrated airport service, presents robust reliabilities throughout every link in the service chain.

You will lead ABM Aviation's Engineering function and team of engineers across both airports (LGW & LCY), supporting other networked airports from time to time, assisting with continuous future developments in commercial opportunity, whilst keeping in close contact with market innovations and sector regulations.

Safety leadership and audit management is a primary factor in virtually every aspect of your role and responsibilities, providing suitable systems and processes, equipment, resources and equipment is in place to deliver our safe and robust daily services. A steward of safety successes, you will actively promote a continuous safety culture throughout the business, sharing your expertise across the teams to bring value and ownership to daily tasks – ensuring everyone remains and returns home safely everyday.

**ABM Aviation** operates a variety of PCV vehicles from mini/midi buses through to rigid (12m), articulated (18m) buses and the wider (3m) airside bus fleet, supporting an array of Airport Ground Handling Equipment (GSE). The evolution of electrification has arrived at airports, whereby we are embracing new technology and emerging an 'all-electric' fleet on a regular basis through commercial opportunities.

Cost controls are an essential and effective measure of success; you will be solely responsible for the budget integrity across the fleet, identifying cost-efficiencies in parts, stocks and service labor, including third party

services. Managing the cost of budgeted depreciation, extended life of assets through to cost proposals for new business, the fleet management role is instrumental to every aspect of our financial performance.

Managing an effective balance between preventative maintenance to rapid recovery of fleet items, your will responsible for the vehicle compliance roadworthy tests/audit and systems operated across the fleet. Within existing services, ABM operates an established MOT Test Centre for third party clients and contracted operators; this element of the business has become an essential part of the business, supporting a far reaching business community that has become reliant on our dependable services. Your abilities to review and extend the operational effectiveness and capacity will be a key motivator in our financial performance.

Beyond the engineering practices, passenger experience is persistent area of focus. Keeping automated services operating effectively from integrated tracking systems, PA announcements and onboard counting systems keeps our measured performance rating high, including the expectations of high presentations, cleanliness and more recently deep-clean fogging (preventative coronavirus measures).

Our sustainability commitments are essential to our future growth and continued development. Whilst we have a number of waste recycling initiatives, we constantly striving to reduce both our carbon footprint and waste products as a responsible airport services operator. For fleet efficiencies in monitoring emissions and creating solutions to reduce our impact, your awareness of the market direction and innovation will support and steer our commitments in continuous developments for a sustainable working environment. Engineering has huge potential to influence our environmental controls, what else can we do better today for a sustainable tomorrow?

Our business has evolved from acquisition into business continuity and clear direction for rapid growth. Your experience in managing a similar bus/coach station/depot is essential, alongside a proven track record of safety performance and financial control. Airport operations experience is clearly not essential, yet will be advantageous in your pace of understanding qualification to the role.

You will be reporting the Head of Airport Operations as a line report, working collaboratively with a cross-section of management colleagues from accounting through to commercial and safety leadership.

Passenger air-travel throughout UK airports has significantly changed (post COVID-19 pandemic), prompting changes in travel restrictions, (variable) health check criteria and supporting the effective communication of accurate airport and airline information. As the airport environment has changed dramatically, drawing upon shorter resources throughout the community, our service expectations have evolved to maintain pace and exceed service quality expectations. Aligned to our company purpose and values you will be encouraged and ready to *Make a #positive difference, every person, every day.*

**ABM Aviation** bussing services are often the ***first and lasting impression*** of the airport &/or airline experience; integral to service product commitments, we have a unique opportunity to assure our passengers safety and comfort, easing individual experiences for their onward travel journey destinations.

London Gatwick & London City Airport have both consequentially been impacted more than most major UK airports, with suspended and reduced flight schedules or airlines operating from alternative airports. Our abilities to deliver better than before is critical to the airports recovery, stability and growth opportunities. Your agility and flexibility is essential to the teams efforts in creating a consistent working environment.

## Person Specification:

Recognised qualification in heavy vehicle / PSV repair and maintenance (City in Guilds / NVQ Level 3 or equivalent)

- Minimum of 5 Years Engineering Management experience, including managing a team of engineers and support staff.
- Industry Recognised Qualification: CPC Holder (National & International) in Bus & Coach Operations (Licence Holder).
- Fleet management experience: Purchasing, Lease novation, Asset Manangement including best value depreciation.
- Able to demonstrate Financial account management: creating effective budgets, managing direct/indirect costs).
- Experience in client account management, winning new business and developing existing opportunities.
- Experience in managing a DVSA testing site (ATF), with associated task orders (stores & stock control).
- High voltage electric vehicle experience (E.V technology, battery types, management & safe working practices).
- IOSHH Heath and Safety qualified Managing Heath and Safety for engineering department (Risk Assessment/Toolbox talks)
- Advantagous, valid PCV licence (D, D1) with no more than three points endorsed, maintaining regular reports for inspection.
- Quality service management experience within a similar Engineering and intensive operating environment.
- Able to work both independently and as a management team member, representing the business as a Subject Matter Expert.
- Competent in Office Management for team/line reports, including well-versed in MSOffice products and industry software.
- Must be able to pass and maintain an Airside Driving Permit, including competency checks where necessary.
- Excellent people and communication skills with the ability to deal with people effectively and with ease, utilising experience to actively influence and develop people as a company ambassador.
- Experience of delivering excellent and reliable customer service in a fast paced working in environment.
- Consistent able to bring and deliver positive pro-active “can do” attitude, willingness to tackle and challenge new tasks.
- Flexibility to work in alternative locations, at short notice (may include UK & International travel).

## HEALTH & SAFETY RESPONSIBILITIES

- To adhere to all company and airport relevant rules and regulations.
- To work to the standards and working practices detailed within the company and airport rules and regulations.
- Provide leadership in safety practices, using all work equipment, PPE properly and in accordance with SOPs.
- Report any issues or training needs to your Line manager and/or via your divisional incident reporting system.
- To handle vehicles and any other equipment with due care and attention.
- To lead refresher training on an identified training needs basis/or in accordance with development reviews.

## Key Accountabilities

- **Appearance & Professional etiquette** | As an ambassador of our company and client brands you will showcase your personal standards to ensure you are clean, presentable and demonstrate exemplary customer service engagement.
- **Knowledge & Experience** | As a professional driver, you will maintain a good level of PCV knowledge, managing your licence to ensure validity of passes and permits are maintained at all times in order to deliver your duties well. You will maintain a regular awareness of airport and airline service protocols, taking personal accountability to maintain compliant at all times.
- **Performance Measures** | You will be aware of key objectives within the associated services you are performing to, ensuring your individual efforts are contributing to the contractual ambitions of the team performance. This will include awareness of Service Level Agreements (SLA) performance measures, protecting service schedules and other defined measures.
- **Leading by Example** | You will perform your duties to your consistent level best, within the skills, knowledge and tools available to you. You will be receptive to recommended guidance or specific direction from Lead Drivers, Duty Supervisor & Management levels, particularly in business contingency and recovery events, where clear direction is essential to deliver well.
- **Safety First** | You will continually safeguard yourself and your passengers in which you are supporting, being the local expert to protocols and environment, you will be consistently monitoring and be prepared to address or escalate unsafe practices.
- **Tools & Equipment** | From Uniform, PPE to Driving controls and bus fleet equipment, you will ensure (visual) inspection tasks are correctly delivered to ensure the right equipment is safe and effective in its use. Examples will include vehicle inspection checks, system technologies, radio/mobile communications and reporting tools, reporting any faults as appropriate.
- **Eyes & Ears** | As a principal patroller of the airport, you will become familiar with any unusual activities that may present a threat or disrupt the integrity of safe airport operations. You will report and escalate any signs of potential risks, i.e. Protestor group activity, abandoned vehicles in security zones or the risk of unattended bags etc.
- **Agility** | You will be prepared to adapt to change, responding and supporting the continuous changes of an airport environment, continuing your efforts to a consistent service delivery, despite personal expectations or preferences. The emerging airport environment requires your support in dynamic changes to timings, prompting revised working hours or patterns to meet our broader contractual commitments.
- **Consideration** | Adapting to change has varying impacts for individuals, your support in effective engagement with our colleagues and clients alike will help maintain a consistent communication to our quality services. You considered support to maintain a focus on short and long term business objectives is respected throughout, without influence of personal needs or challenges.
- **Recognition** | As a team member you will often be supporting or have been supported by a colleague. We are keen to recognise the daily contributions, individual successes that make ABM a great place to work. You will be prepared to be counted and recognise those that have support you or others around you.

***ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***