

## JOB DESCRIPTION

**JOB TITLE: External Services (Trolley Collectors)**

**LOCATION: Gyle Shopping Centre**

**PAY RATE: £8.91 per hour**

**SHIFT PATTERN: 5days/7 days (including Weekends and Public Holidays)**

**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

Gyle Shopping centre is one of Edinburgh's prestige retail outlets which benefits from easy commuting from Edinburgh City Centre and surrounding areas, it offers free parking and discounted benefits from certain retailers.

As part of the AMB Cleaning Team you will also benefit from full uniform with an annual refresh, access to Perkbox employee benefit scheme which includes discounted Eouchers for most retailers, including gyms, holidays and car rentals to name a few. It also offers Employee Assistance Programme which bosts 24/7 365 independent support for all colleauges. This position is for a Cleaner working 35 hours per week, on a 5 over 7 shift pattern. We offer 28 days annual leave including Public Holidays.

Online E Learning is readily available which supports our comprehensive Learning & Development programmes offered to all ABM colleagues. Full training and Induction programme for all cleeeagues with a one team approach this is a fantastic opportunity to join out team.

## **Main Duties & Responsibilities:**

- Maintain the high standards at Gyle Shopping Centre and be proactive and deal with issues as you see or are made aware of them, this includes the car park, service area's and walkways .
- Assist Customers & Retailers when required.
- Assist in an emergency situations.
- To retrieve trolleys from the car park and transfer to trolley bays.
- Ensure that the Trolley Bays are kept clean and free from rubbish.
- Attend to any external duties and other reasonable associated tasks within the car park area and any other areas as directed by the ABM nominated supervisors and managers.
- To be flexible and responsive to changing daily priorities fulfilling requirements.
- To be knowledgeable of all Trolley collection related tasks, so that at the commencement of the shift, current scheduled activity is supported, without the need for specific direction.
- To be sufficiently cognizant of the building layout to be able to service required areas.
- Prioritise jobs according to urgency allowing duties to be completed with any time allocations to the necessary quality, planning around periodic tasks.
- Escalate any issues to the ABM nominated supervisors and managers.
- Ensures that work area is clean, well maintained and all equipment is secure.
- Communicate regularly with ABM nominated supervisors and managers to obtain feedback on quality, service and care.
- Undertake training as necessary in line with the development of the post.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

## **Person Specification:**

- Availability as and when required including evenings and weekends depending on shift patterns.
- Promote a clean and safe working environment by ensuring all tasks are carried out in line with company policies and procedures.
- Attends and participates in meetings as required.
- Operates and manages workload effectively without supervision.
- Ensure all health and safety procedures are applied in complying with legislation and company policy and procedure.
- Maintain critical standards for professionalism, service, speed and quality assurance.
- Adhere with new policies and procedures to ensure that a respectful workplace exists.

## **Essential**

- Sound communications skills.
- Clean Driving Licence.
- Demonstrate initiative in the absence of supervision, accepting responsibility.
- Knowledge of safety regulations, building codes and other compliance policies.
- Executing duties in a manner which minimises the incidents and accidents within your Department.
- The staff member must be available throughout the duration of the designated shift.

## 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.***