

JOB DESCRIPTION

JOB TITLE: PCV Driver & Team Service Assistant

LOCATION: Gatwick Airport (supporting multiple contract service delivery)

REPORTING TO: Duty Management Team (LGW).

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:

Principally to deliver the safe, efficient and effective bus transportation of airport & airline passengers (ground staff, crew members and other client groups) between designated transfer points. This job function will typically operate between multiple point-to-post destinations intrinsically linked throughout the airport journey, through a variety of contractual (bus/coach & MPV/car) service schedules, incorporating a combination of Airside &/or Landside locations, including transfers between other on-airport satellite locations and extending to other airport destinations.

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.*

In unusual events or temporary periods, you are likely to be required to support other non-airport contracts within ABM's group commitments within reasonable and practical adjustments; these will seek to be aligned within regular working duty hours, shift patterns and scheduled availability. This may include car parking support/operational roles (marshalling & equipment) and customer car transfers (Airport Valet Parking services).

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.

Recognising air-travel volume, capacity and restrictions of change, our driver teams are required to dynamically support a variety of customer engagements, beyond the typical driving duties. Optimising our resource strategies, continuously improving our service agility and service quality, our team members can expect to be working in a variety of different environments – *almost daily*. From fixed scheduled bussing routes (landside) to the agility deployment of airside services, through to supporting other resource operations, aiding special events and other unusual airport activities. This role is refreshingly not a point-to-point bus driver position, this is a dynamic role that **invites your personal enthusiasm, engagement, energy and excitement!** All our drivers have a daily opportunity to engage with our passengers directly, aiding the smooth transfer to their next destination safely, contributing to memorable journeys that last.

Every driving route is essentially a link in the chain of on-time airport schedules. You can expect to join our driving team in dynamic deployments, becoming familiar with a variety of bus fleet options, from minibuses through to standard 12m rigid buses onto the extended lengths of 18m bendy-buses, before reaching the broader 3m wide, high capacity airside bus fleet. The evolution of fleets is rapidly evolving too, **ABM Aviation** is leading the airport communities in sustainable transport options, introducing **'zero emission'** all-electric bus fleets, developing and extending its contractual network regularly.

Operating within an airport environment is unique; whilst supporting the general public in ground transport, passenger expectations and aspirations are significantly higher as too can tensions be. You will be supporting exceptional service delivery every-day, easing passenger journeys from the frequently flyer to the first-time traveller – it is certainly beyond expectations of the normal commuter. It is critical to our success that you are established as the *Subject Matter Expert* in both delivering customer safety whilst onboard, aiding and improving passenger journeys through your skills, experience and airport/airline knowledge. Our passengers are counting and depending upon you.

Embracing technical innovations, we are building ways of automation to help track, report and inform our performance and insights to passenger communications and achieve contractual success. Using a combination of automated announcements, display screens and counting systems, you will have an effective opportunity to help continuously improve and motivate our passenger experience. Not limited to driving duties, you will act as the eyes and ears of the airport, contributing to a team collective, consistently monitoring the airport environment, triggering/responding to security alerts, traffic disruption and the prompt alternative actions to help deliver and perform every day through contingency and resilience plans.

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. Please speak to a member of the Duty Management team for any question or insights you may have to manage your expectations.

Person Specification:

Essential

- Must hold a valid PCV licence (D, D1) with no more than three points endorsed, maintaining regular reports for inspection.
- Must be able to demonstrate proficiency of both written and spoken English (Highway Code questionnaire).

- 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.
- Experience of delivering excellent customer service in a fast paced working environment.
- A positive pro-active “can do” attitude.
- Flexibility to work in alternate locations, this may be short notice.

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.
- To carry out duties in a safe and efficient manner.
- 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.
- To handle vehicles and any other equipment with due care and attention.
- To maintain a smart and tidy appearance and wear company uniform whilst on duty.
- To ensure the safety and comfort of passengers at all times.
- To offer assistance, advice and guidance to passengers when required.
- To undertake refresher training on an identified training needs basis/or in accordance with development reviews.
- 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;

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. Your 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 supported you or others around you.

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.