

JOB DESCRIPTION

JOB TITLE: Team Leader

LOCATION: Manchester Airport

REPORTING TO: Cabin Appearance 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

Main Duties & Responsibilities:

The purpose of the Team Leader is to ensure quality of cleaning standards are met within the time frame set per aircraft. As well as effectively acting second in command to the Cabin Appearance Manager and to monitor aircrafts ensuring compliance with relevant processes. The ideal candidate will have experience of aircraft cleaning. The responsibility of the aircraft and/or ensuring service level agreements are met is the responsibility of team leaders.

- Proactive management of cleaning teams on an individual and group basis
- Ensure that the team maintains quality standards of cleaning and that security checks are carried out effectively on their assigned aircraft
- Set an example and deliver legendary service
- Liaise with movement control to obtain daily work details and relevant paperwork. Ensuring all paperwork is duly submitted and complies with GDPR (general data protection regulation)
- Attend briefings regarding key focus cleaning areas / specific requirements and effectively communicate the briefing to the team
- Efficiently plan and allocate tasks fairly to team members
- Update security check sheets in line with compliance
- Accurately complete and return secure clean and vehicle defect documentation.
- Collaboratively work with allocations team, effectively communicating aircraft arrival time, delays and secure cleaning turnaround times.

- Monitor the team to ensure all members are working to agreed standards and that they are comprehensively and effectively searching all required areas, using the correct equipment
- Responsible for signing in and out equipment
- Complete final walkthrough with the teams to rectify and prevent call backs

Person Specification:

- Effectively manage, coach and mentor aircraft cleaners to meet service level agreements
- Responsible for ensuring absence management processes are effectively managed for cabin cleaners, with those absent effectively reported to Cabin Appearance Managers.
- Ensure staff, under your control sign on and off, appropriately and correctly in accordance with Company Policy and Procedures.
- Ensure that the employees perform their jobs effectively. Ensure good management practices including effective appraisals and assessment are applied in order to achieve optimum staff performance, timekeeping, development and retention.
- Maintain staff discipline and conformance with Company and regulatory requirements, utilizing the Company disciplinary process where necessary
- Ensure all paperwork is managed and processed in line with GDPR (general data protection regulation)

Essential

- Previous supervisory / management experience
- UK Driving License
- Strong communication skills
- A general understanding of H&S legislation
- Computer literate

Desirable

- Background / understand of aviation
- Previous experience in industrial cleaning

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.