**BOURNEMOUTH AIRPORT**

**JOB DESCRIPTION**

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| **JOB TITLE:** Terminal & Aircraft cleaning Operative | **REPORTS TO:** Airport Duty Manager/Duty Dispatcher |
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| **TEAM:** Customer Services Team | **LOCATION:** Terminal & Aircraft |
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1. **JOB OVERVIEW**

1.1 To operate within a flexible and effective roster to deliver great customer service associated with the provision of cleaning and hygiene duties within Bournemouth Airport buildings and facilities.

1.2 To carry out basic maintenance duties such as industrial cleaning, painting, litter picking, etc and to assist the Customer Services Department where required in facilities maintenance activities.

1.3 To provide support and assistance to the Bournemouth Airport Customer Services Team in the provision of a special needs service for persons with reduced mobility (PRM), Departing and/or Arriving at Bournemouth Airport. It is understood that PRM means any person whose mobility is reduced due physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness, or any other cause of disability when using transport and whose situation needs special attention, including the bespoke adaptation of a person’s needs in respect of the services provided to all passengers.

1.4 Reporting to the Airport Duty Manager providing support and assistance to the Customer Services team by providing a positive greeting, image and a high level of customer service to internal and external customers in accordance with RCA Values.

1.6 To work with a shift pattern system which provides flexibility of working hours to meet the challenge of seasonal business. This may require the working of additional hours during the summer season and reduced hours during the winter season. Base salary will remain consistent across all working months.

1.7 To provide Aircraft cleaning services to the Bournemouth Airport handling Team in the provision of Aircraft Cleaning delivering high levels of service which meet Airline standards and procedures.

1. **PRINCIPAL ACCOUNTABILITIES**

2.1 Customer Service Accountabilities

2.1.1 To assist in the smooth running of the day to day Airport operations in a customer facing role.

2.1.2 In this customer-facing role a Cleaning Operative will maintain all Bournemouth Airport buildings and facilities to a high standard of operational availability with a clean and hygienic environment at all times. Be able to provide a positive greeting and a high level of customer service to ease the passenger’s journey through the Airport.

2.1.3 To work closely with the Airport Duty Managers, Customer Services Team Leader and Customer Service Assistants in the delivery of high-quality customer service throughout the airport facilities.

2.1.4 To deliver the services identified in the effective and efficient manner whist ensuring a high quality of output to help ease the passenger’s journey, providing prompt, accurate information and customer satisfaction. Providing a friendly, welcoming demeanour. Prompt notification to the ADM when items require resolution.

2.1.5 To provide Aircraft cleaning services to the Aircraft Handling Team to ensure the smooth operation of Aircraft and equipment, providing a positive image and a high level of service delivery to internal and external customers in accordance with RCA Values, external regulatory requirements and all relevant Airline policies and procedures.

2.1.6 To work closely with the Airport Duty Dispatcher, Aircraft Handling Team Leader in the delivery of high-quality customer service throughout the Handling and Aircraft requirements.

2.1.7 To participate in the airport emergency plan and assist in the emergency evacuation of the terminal buildings in the event of Fire Alarm or Act of Aggression. In the event of an emergency, carry out instructions in accordance with Emergency Orders.

2.1.8 Undertake any other duties of a similar responsibility level as may reasonably be prescribed from time to time.

3.1 Health & Safety Accountabilities

3.1.1 Dispense all accountabilities defined within the Company Health & Safety policy ensuring compliance of all operational services with all the relevant Health & Safety legislation.

3.1.2 Fundamental to the success of the Company and to achieving its business goals is a robust health and safety policy that is understood and acted upon by all employees.

3.1.3 Whilst at work the post holder will comply with his/her responsibilities conferred by Sections 7 & 8 of the Health and Safety at Work etc. Act 1974. The post holder will: -

* Take reasonable care of the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work,
* Co-operate with the Company management so far as is necessary in order that the Company can carry out its statutory duty under the Health and Safety at Work etc. Act 1974, and all relevant statutory provisions,
* Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

3.1.4 In addition, the post holder will comply with the more specific requirements contained within the Corporate Centre Health and Safety Policy document - 'Postholders' responsibilities for health and safety.

# 4. REPORTING DEPARTMENT CHART

Customer Services Team Leader

Customer Services Assistance/Aircraft Handling Team

Airport Duty Managers/Duty Aircraft Handling Dispatcher

Airport/Aircraft Cleaning Operatives

**5. Dimensions**

5.1 To support the ADM and Duty Dispatcher delivering the day to day safe and efficient operational provision of the airport facilities and Aircraft Cleaning.

# 6 KEY CONTACTS AND RELATIONSHIPS

AIRPORT CUSTOMER SERVICES MANAGER

AIRPORT HANDLING OPERATIONS MANAGER

AIRPORT CUSTOMER SERVICES TEAM LEADER

AIRPORT SECURITY TEAM LEADER

AIRPORT HANDLING DUTY MANAGER

AIRPORT DUTY MANAGER

BOH MANAGEMENT TEAM

AIRPORT HANDLING DISPATCHER

RETAIL REPRESENTATIVES

# 7 KNOWLEDGE, EXPERIENCE AND SKILLS

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| **Technical Competency/Knowledge** | **Description** |
| Ability to escalate conflicting operational, customer and regulatory issues |  |
| Experience in a changing operational environment |  |
| Maintain specified quality standards in compliance with Legal, Health & Safety and Customer Service requirements |  |
| Strong communication skill and social skills. |  |
| High levels of interpersonal and ability to work within a culture which is open to new ideas, welcoming of diversity, and which generally has a clear identity and is understood and welcomed. |  |
| Suitable level of literacy, numeracy, IT skills is essential. |  |
| Experienced in working with ADM and colleagues gaining the confidence of a wide range of stakeholders to business activities.  |  |

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| **Competency skills** | **Job Requirement** |
| Business Expertise | 1 |
| Customer Orientation | 2 |
| Problem Solving | 2 |
| Resource Mgmt | 1 |
| Results Orientation | 2 |
| Strategic Orientation | 1 |
| Change Orientation | 2 |
| Communication | 2 |
| Developing Self & Others | 1 |
| Influencing | 2 |
| Leadership | 1 |
| Team working | 2 |