

JOB & PERSON SPECIFICATION

Role Title:	Cabin Services Supervisor
Department:	Ground Operations
Location:	Guernsey
Reports To:	Product, Compliance and Warehouse Manager
Contract Hours:	Full time: 40 Per Week

Role Purpose:

Always maintain the Aurigny fleet in a clean and presentable condition, ensuring compliance with regulatory requirements. Ensure Aurigny policies and procedures are consistently correctly applied to the business. Supervising each relevant team to ensure the best possible service is delivered to Aurigny and its customers.

The Role: (*Responsibilities and Tasks*)

Catering and Cleaning

- Monitor the quality of cleaning and ensure deep cleaning programmes are carried out.
- Ensure that standards of cleanliness throughout the aircraft are always maintained to the highest possible level.
- Monitor and review storage facilities for cleaning products and all duty-free products.
- Ensure that shifts are covered to the right level.
- Manage staff issues including welfare, engagement, performance, and discipline.
- Ensure that staff are properly equipped with personal protection equipment and that it is used as appropriate.
- Ensure compliance with Flight Supplies (IFS) regulations.
- Conduct audits of all aspects of the department to ensure standards of work are consistently applied. Document results for trend analysis purposes.
- Conduct toilet and water servicing as per the organisation's requirements (including third parties).
- Operate all types of equipment to allow full application of the requirements of the role.
- Ensure Duty-Free stocks are always maintained, and when required place orders in the absence of the Product, Compliance and Warehouse Manager (with authorisation from Station Manager).
- Instil a positive safety culture, including proactive and reactive reporting.
- Instil the organisation's vision and values to all employees.
- Operate and manage EPOS and appropriate systems.
- Ensure all stock is maintained and recorded in and out of the warehouse.
- Ensure a plan is met to meet cabin crew requirements for onboard sales.
- Adequately allocate team members to tasks to ensure compliance with regulatory procedures.

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Essential Skills/Experience:

- Proven history of good leadership.
- Ability to use Microsoft products.
- Good computer software knowledge.
- Ability to apply change management.
- Clean Driving Licence.
- Ability to work flexible hours.

Desirable Skills/Experience:

- Working in an aviation environment.
- Demonstrated history of working to targets.
- Demonstrated history of problem solving.
- Experience in a warehouse environment.

Professional and/or regulatory requirements:

- Must be able to provide 5 Years full referencing history.
- A Basic Police Clearance Certificate (deemed satisfactory to Aurigny).
- Must hold a Full (Clean) Driving License.
- Must adhere to Company Uniform requirements.
- Must adhere to Airport Regulations whilst working as an Aurigny employee.

All about you: Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company.

PROUD OF YOU PROUD OF OUR AIRLINE

*Our **PEOPLE** have the potential to achieve, to soar higher and further than they believed possible.*

*Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.*

*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.*

*We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do. We are prepared to go the extra mile to **DELIVER** a service to our customers that we are **PROUD** of.*