



Heli-admin / Leading Steward

Job Purpose

As an integral member of the COTA team, manage a team effectively and ensure they contribute to the provision of quality laundry, accommodation, messroom and janitorial service adhering to health and safety guidelines at all times.

Main duties/tasks

- By utilising resources available, work as effectively and efficiently as possible to ensure the service is provided to the agreed standards
- Maintain accommodation areas in a clean and sanitary condition at all times
- Cleaning, buffering, hovering, sweeping and washing floors, walls and ceilings to be carried out in accordance with company procedures and safe systems of work to the contract specified standard, and recorded in the cleaning schedules
- Ensure all laundry is done to clients satisfaction and contract specification
- Ensure chemical store is kept clean and tidy
- Accompany supervisor on daily and weekly inspections of areas of your responsibility
- Maintain cleanliness of all catering equipment
- Ensure kitchen and all its equipment are maintained in a clean and hygienic manner
- Ensure mess is kept clean at all times
- Assist in the preparation and serving of meals
- Ensure adequate supplies of cutlery and crockery are available throughout service times
- Ensure adequate supplies of galley equipment are available to chefs
- Manage the pot wash area
- Assist in unloading containers
- Adhere to deep cleaning programme
- Notify line supervisor of any defects or maintenance requirements within areas of responsibility
- Ensure all duties and responsibilities are undertaken in full compliance of the Health and Safety at Work Act
- Report all accidents and injuries
- Attend any meetings and/or training courses as may be necessary.
- Report any incident of fire, loss, damage, unfit food, and other irregularities and take such action as may be appropriate
- Embrace industry training and development and culture by
 - Attending Client and Company training courses as deemed necessary
 - Fully support and participate in all Client and Company safety initiatives

- All training initiatives which are identified are delivered to maintain the existing safe working practices and environment
- Waste segregation in accommodation areas
- Carry out cleaning, laundering and galley/mess duties safely, efficiently and thoroughly in accordance with schedules and procedures provided
- Provide a high standard of housekeeping in living quarters, meeting company standards at all times
- Organise and manage all housekeeping and accommodation services safely and effectively
- Motivate manage and monitor staff under your control by proper allocation of duties and responsibilities to ensure the company provide an excellent service
- Train staff appropriately to ensure all stewarding positions are covered
- Ensure presence at the mess for meal services
- Implement planning cleaning schedule for accommodation fixtures and fittings
- Attend weekly formal meetings to arrange work schedules
- Manage cleaning stocks and ordering
- Ensure chemical store is kept clean and tidy, and that a copy of COSHH data sheets are available on-site
- Provide management support to the Unit Manager, undertaking additional management duties as required to ensure professional management of the unit
- Manage reception service; allocation of accommodation, muster stations and lifeboat allocation
- Operation of personnel movements programmes to include checking of daily flights, arranging crew changes to flights
- Ensure movements programme is accurate and up to date
- Carry out all logistic requirements in accordance with clients procedures
- Maintain all log books and paperwork
- Carry out additional duties and any other tasks within your competency, such as the unloading of containers, which form part of the company service to the customer, as requested by the manager

Additional Information

Responsibility for the work of others

- Guiding, supporting, monitoring, evaluation and training of Stewards
- Organising/planning continuity of work and provision of service
- Monitoring and maintaining levels of conduct and work performance of stewards
- Ensuring safety and good work practice
- Monitoring of staffing levels and deployment of steward
- Deliver training and coaching as required
- Ensure all direct reports undertake appropriate hygiene and safety related training
- Ensure all direct reports are trained and competent to the appropriate level

Responsibility for machinery/equipment/materials/consumables

- Ensure correct use, safe operations and keeping clean and hygienic
- Basic maintenance and preparation for use
- Completing work in terms of all Risk Assessments and Safe Systems of Work
- Knowledge and competency in the use of cleaning materials and chemicals as approved under COSHH regulations ensuring, at all times, that all chemicals are stored correctly according to COSHH regulations
- Working knowledge of Company/Client Safety Management Policy
- SSOW and COSHH
- Training of others in correct and safe methods of use and maintenance of machinery and equipment, materials and/or consumables
- Assist in Risk Assessments and ensuring they are fit for purpose
- Maintain stock levels and usage of cleaning materials
- Assist in Ordering and issue of cleaning materials
- Cleaning budget management

Decision making

- Participate in periodical inspections and contribute to the process of identifying and implementing improvements
- Identify personal training needs where possible
- Take personal responsibility for closing identified development gaps and future requirements
- Personal competencies are known, understood, adhered to and updated on an ongoing basis
- Ensure the personal working hygiene standards meet both the company and statutory requirements
- Actively participate and learn from all training to ensure your tasks are completed competently and professionally
- Participate fully as part of both the company and unit team, ensuring team objectives are met to enable the company to provide an excellent service

Communication/Contact with others

- Communicate with colleagues and supervisors with regard to routine information
- Communicate with clients with regard to routine information
- Report any customer complaints immediately and take the necessary action if appropriate
- Develop positive relationships with clients, actively seeking client and customer comments, being 100% aware of the perceptions of company service on the unit
- Actively seek to satisfy all customer and client requests, providing a service, which both meets company standards and exceeds customer satisfaction

Experience/Qualifications

- Minimum two years experience in an offshore environment working as a Steward
- Previous experience or knowledge in man management would be desirable
- Basic hygiene certificate
- GMDSS Certificate
- Client Heli Admin Systems
- CAA Certificate