

Job Description

Position	Operations Officer
Team	Jet Centre
Responsible WLFC Director/SVP	Emma Suleman – Jet Centre Senior Manager
Location	Teesside

Summary of Role;

The provision of excellent customer service Operator customers, visitors and crews ensuring their requirements are met efficiently and effectively. Responding to handling requests ensuring all services are anticipated and arranged.

Principal Responsibilities and Activities:

Area of activity	Responsibility
	<p>Employed within the Jet Centre facility in accordance with owner's policies and applicable laws and regulations.</p> <ul style="list-style-type: none"> • Ensure all members of staff deliver first class customer service to Jet Centre clients, operators, and crew daily and offer concierge style services to assist with their travel and onward travel, • Meet, greet, and assist passengers/crews on arriving and departing flights • To chock all aircraft safely onto the ramp/parking areas to operate all ground services equipment. • Assist flight crews with flight planning, catering, communications and passenger luggage and associated loading. • Work with UK Border Force Agency and Special Branch as well as other such bodies and inform relevant parties of aircraft arrivals and departures. • Oversee security screenings ensuring compliance with UK NASP Directives, DFT requirements and Airport Standard Operating Procedures (SOPS). • Liaise with the Airport's fuel supplier for the provision of efficient aircraft fueling • Ensure the lounge area, offices and kitchen are kept clean and tidy. • Carry out and maintain stock control of the required supplies for the reception area. • Maintain accurate information on operation systems. • Process invoices and payments and other related finance duties. • Carry out inspections and general tidiness of Jet Centre vehicles. • Undertake training courses which may be mandatory for operations or to assist and improve the operation. • From time-to-time company travel maybe required to attend promotional and networking events which are industry related and for any other reasonably required purpose. • Take care of the health and safety of him/herself and other persons affected by their own acts or omissions at work. Co-operate with the Management so far as necessary in order that the Company can carry out its statutory duty under the health and safety at work act 1974 all relevant statutory provisions.

Area of activity	Responsibility
	<ul style="list-style-type: none"> • Other duties as required that are within the post holder's capability to ensure business continuity. <p>Abilities and Skills Required:</p> <ul style="list-style-type: none"> • Hold an airside driver permit to transport passengers, and to operate equipment whilst adhering to all safety and security systems. • Working knowledge of Microsoft Excel, Word, Power Point and web-based applications. • Must possess the competencies of negotiation, influence, and customer orientation. • Must Hold a full UK driving license, ADP (Airport Driving Permit), maintain a Full CP (Critical Part) pass which is mandatory for airport access and to transport passengers and crew to and from the apron. • Interpersonal and communication skills to positively relate and communicate. Must be able to respond to inquiries or complaints from employees, customers, regulatory agencies, or members of the business community.

This Job Description is an outline of the key tasks and responsibilities of the post. The post holder may be required to undertake additional duties in line with the seniority of the role.

The post may change over time to reflect the developing needs of the business, as well as the personal development of the post holder. Job descriptions will be reviewed and discussed annually in line with the Staff Appraisal Scheme.