

**Job Title:** Document Controller  
**Company:** Willis Aviation Services Limited  
**Location:** Teesside, UK  
**Department:** Technical  
**Reports to:** Technical Planning Manager

### Summary:

A document controller will be responsible for the timely, efficient, and accurate preparation, management, and storage of documents for the Technical Planning department. Review documents, scan, and archive completed paperwork, and store the documents safely and securely. In addition, control the numbering, filing, sorting and retrieval of both hard copies and electronic copies created by the Technical Planning department.

### Responsibilities:

- 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.
- Manage the intake, verification, and storage of documents.
- Control and supervise the flow of documents in and out of the department.
- File and archive relevant documentation (with experience, learning to know what is relevant and what isn't).
- Work closely with Engineers to ensure accuracy and compliance (and be able to ask others to correct docs that are their responsibility to correct).
- Ensure security and confidentiality of sensitive business documents.
- Liaise with and distribute project-related information with different levels of the planning team and possibly external parties.
- Assist planning engineer with work package racking.
- Update and control a Workpack register, understanding its importance at CRS.
- Being confident with use of items from the aircraft Technical Log/defects lists etc.
- Being able to learn to carry out IT/data entry for various customers (i.e., updates on AMOS).

### Qualifications / Requirements:

- Understanding of workflow to meet deadlines.  
Key skills;
- Planning & organisational skills.
- Attention to detail / analytical.
- Communication (written and verbal).
- Interpersonal skills / Team player.

### Travel / Misc:

- None.

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.