

Job Title: Operations Officer
Company: Willis Aviation Services Limited
Location: Teesside, UK
Department: Operations
Reports to: Jet Centre Manager

Summary:

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.

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.
- To check 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 financial duties.
- Carry out inspections and general tidiness of Jet Centre vehicles.
- Undertake training courses that may be mandatory for operations or to assist and improve the operation.
- From time-to-time company travel may be 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 and all relevant statutory provisions.
- Other duties as required that are within the post holder's capability to ensure business continuity.

Qualifications / Requirements:

- Working knowledge of Microsoft Excel, Word, PowerPoint, 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), and maintain a Full CP (Critical Part) pass which is mandatory for airport access and to transport passengers and crew to and from the apron. Hold an airside driver permit to transport passengers, and to operate equipment whilst adhering to all safety and security systems.
- 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.

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.