



**Job Title:** Ramp Agent  
**Company:** Willis Aviation Services Limited  
**Location:** Teesside, UK  
**Department:** Maintenance Services  
**Reports to:** Ramp Supervisor

### Summary:

To co-ordinate all activities to ensure a safe, quick, and efficient turnaround, manage the entire arrival and departure process ensuring a safe working environment and achieve an on-time departure. As a Ramp Agent, you will be required to understand various airline systems and communicate with the relevant departments, also ensure that the aircraft departs with all passengers, baggage, and cargo. Complete and maintain flight records.

### Responsibilities:

#### Airside Areas

- Complete various flight details and logs.
- Maintain applicable safety and performance standards.
- Develop and build good relations with customers and Airport authorities.
- Report irregularities and take appropriate action.
- Perpetration of any flight paperwork for crew including printing of flight plans, weather packs, reports, passenger lists etc.
- Communicate aircraft fuel and load data between the flight crew and load control departments.
- Priorities tasks and manage the turnaround of aircraft from arrival to departure.
- Operate a variety of computer systems and handheld devices.
- Deal with aircraft weight and balance calculations as required.
- Report all equipment malfunctions to the appropriate supervisor/manager.
- Comply with all UK/Ireland/EU legislation as well as airport authority and carrier security requirements.
- Ensuring company Standard Operating Procedures (SOP's) are complied.

#### Training

- Within your role as Ramp Agent, you will be required to partake in a training program that will allow you to complete relevant practices/procedures required of this role.

#### Other duties

- Provide general administrative support to the Ground Handling Team and business.
- Provide holiday/absence cover for colleagues within the team when necessary.
- Travel to other sites may also be required.
- Flexibility with shifts to cover business-critical needs.



- This list is not exhaustive and may vary depending on location and operational/local customer requirements.

### **Qualifications / Requirements:**

- Proven experience as an office administrator, office assistant or relevant role
- Outstanding communication and interpersonal abilities
- Excellent organizational skills
- Familiarity with office management procedures
- Proficient in MS Office and Office management software
- Qualifications in Administration or Business Studies to NVQ3
- Outstanding communication and interpersonal abilities
- Organizational skills
- Proficient in MS Office
- English Language proficiency (Written & Spoken)
- Full Clean Driving License

### **Travel/Misc.:**

- None.

\*WAML is committed to equal opportunities and has an Equality and Diversity policy in accordance with legislation and all appointments are subject to pre-employment checks including references and a Disclosure and Barring Service check.