

Experienced Aircraft Operations and Dispatch Agent

Division: Aviation

Location: London Southend Airport

Shift pattern: Full time 42 hours per

Salary: £19,380 per annum

Reporting to: Operations Controller

What's the role?

You will be working in the Ground Handling and Operations Team, ensuring consistent delivery of high performance standards in the provision of the smooth, timely and accurate processing of Aircraft turnaround, Internal/External Operational communication and Flight monitoring/record keeping. You should be able to demonstrate a hardworking, adaptable attitude and be able to thrive on variety in the workplace. A demonstrable background in Aviation Ground Handling with Operational/Dispatch/Load Planning experience would be distinct advantage.

What will I be responsible for?

- Ensure that Health and Safety and adherence to LSACL, Airline(s) and regulatory bodies processes and procedures are maintained at all times
- Ensure accurate, timely and effective use of all internal/external communication/messaging systems (including but not limited to Ground-Air, Radio, Flight watch, SITA etc.)
- Ensure that all aircraft turnaround services (internal and third party) are provided in a timely, professional and efficient manner and that data is accurately recorded in accordance with LSACL, Airline(s) and regulatory bodies processes/procedures and Service Level Agreements (including but not limited to Catering, Fuelling, Aircraft Cleaning and Ground Handling)
- Ensure Aircraft Dispatch including Load Planning/Weight & Balance is performed in accordance with LSACL, Airline(s) and regulatory bodies processes/procedures
- Ensure all loading discrepancies are managed with accuracy and efficiency ensuring Ground Handling Supervisor is kept informed.
- Ability to accurately perform manual load sheet completion as required by LSACL, Airline(s) and regulatory bodies processes/procedures
- Ensure that the "image" specified by the Company is maintained in the standards of work. and all dealings with customers, airlines, including other service companies
- Ensure that all operational Service Level Agreements are met and maintained
- Active monitoring and recording of operational performance
- Ensure effective and efficient communication within the department and to other departments
- Attend operational briefings/debriefings regarding performance, procedural changes, safety issues
- Work cohesively as part of the team so as to maximise co-operation leading to the efficiency and effectiveness of the operation.

- ➔ Liaise and work together with other departments to ensure our customers receive a high standard of service.
- ➔ Ensure a record of any incidents/accidents involving Equipment, Aircraft, Customers or Staff are reported immediately to your Line Manager and documented accurately as per LSACL, Airline(s) & Regulatory body policies and procedures.
- ➔ Ensure all paperwork and administrative duties are completed in a timely manner and relevant information is forwarded where appropriate.
- ➔ Comply with airport procedures at all times, keeping fully updated with changes to procedures or new procedures.
- ➔ Provide and maintain an excellent standard of customer service.
- ➔ Carry out any other reasonable task as requested by Line Management.

Qualifications and experience:

- ➔ Ability to successfully complete a colour vision test is essential
- ➔ Experience in aviation and a similar role is essential
- ➔ Proactive approach to all work requirements and a team centred ethos
- ➔ Good communication skills

How to Apply:

All applications should be made in writing to Human Resources at LSAHR@southendairport.com with an updated CV and a covering letter, or an application form

Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.

Please provide details of relevant skills, experience and qualifications to support your application.