

Ramp Operations Agent – Stobart Jet Centre

Division:	Stobart Aviation
Location:	London Southend Airport
Shift Pattern:	Full time: 40 hours per week, over 7 days, day and night shifts Zero Hour positions also available
Salary:	Dependant on experience
Reporting to:	Ramp Operations Manager

Stobart Group:

Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

Have you the experience of working in VIP Aviation? Do you understand the requirements for private jets? Can you deliver an above and beyond VIP service? Then this maybe your opportunity for you to join the Jet Centre Team - we are looking for experienced ramp and operational agents to be an integral part of the day to day running of our VIP FBO. The Candidate must demonstrate excellent communication skills and extensive experience of working on and in an airport environment as a ramp operative. They must demonstrate all the necessary skills to safely manoeuvre aircraft, marshal, tow and deliver adhoc services such as lavatory/water and other equipment required on a ramp environment. They are expected to build relations and communicate effectively with all teams within the airport, as well as consistently follow standard processes and procedures to maintain an efficient and safe working environment for all.

What will I be responsible for?

- Support all team members in ensuring the ramp and hangar are always operated at safely and efficiently
- Ensure all handling requests are responded to appropriately and in a timely manner
- Represent the Jet Centre as the beacon of compliance, safety and service delivery
- Ensure standard operating procedures are always followed
- Actively respond and book in new handling requests and support the Executive Agents with the full process of actioning flight requests
- Report and liaise regularly with your line manager regarding departmental performance and ensure they are informed of any relevant information or issues
- Guide and mentor new team members in the expectations of Ramp/Hangar service delivery
- Take ownership of all aircraft on our ramp ensuring a safe environment for both the clients and the Stobart Jet Centre
- Equipment Maintenance is adhered to (Lavatory/Water/Vehicles/Stairs/Belt Loader, etc)
- Ensure your own uniform, PPE and personal hygiene requirements are adhered to when at work
- Responsible for notifying your direct manager of any foreseeable issues and attendance correctly
- Prompt timekeeping and attendance and effective organisation
- Work cohesively with all the team to maximise efficiency and effectiveness of the operation
- Follow IS-BAH Protocols as advised to do so by the Management Team
- Assist and support the wider Airport Operations as and when able to do so
- Represent Stobart Group /Jet Centre accordingly
- Able to demonstrate physical fitness as you will be required to regularly lift/or move baggage/equipment
- Take control of the daily operational requests into the Jet Centre when on shift



- Ensure records of any incidents/accidents involving clients, staff, or equipment is reported to the Line Manager and documented accurately on relevant reporting systems, and to regulatory bodies as required
- Carry out any other reasonable task as requested
- Assist and support the wider Airport Operations as and when able to do so
- Represent Stobart Group / Jet Centre accordingly
- Liaise with third party providers that supply services on the airfield (Equipment Maintenance / Aircraft Cleaning)
- Able to demonstrate physical fitness as you will be required to regularly lift/or move baggage/equipment
- Take control of the daily operational requests into the Jet Centre when on shift
- Action all FBO operational requests appropriately alongside the Executive Operations team, and support each other on a day to day basis

Qualifications and Experience:

- Full UK Driving Licence
- IS-BAH experience
- Aviation Ramp/Hangar knowledge
- Experience in VIP aviation
- Knowledge of: Marshaling, De-icing Services,, Lav/Water Services, APU, Stairs, Parking / Towing
- Desire to deliver exceptional operational performance and customer service
- Extensive knowledge of operating in an airport environment, including ramp/hangar areas relevant to this position
- Excellent communication skills and effective relationship building
- Problem solver with an organised approach to work
- Demonstrates a positive attitude with ability to motivate & self-develop
- Physically fit to endure the demands of the role

How to Apply:

All applications should be made by submitting an up to date CV and covering letter, letting us know why you feel you would be the best fit for this role, to: LSAHR@southendairport.com If you are a Stobart employee you must let your manager know if selected for interview.



Stobart Group is committed to equal opportunities for all, and we provide a fully inclusive and accessible recruitment process. Should you need any documents in a different format, or require any further support or assistance, please contact the HR Team on 01702 538626 or email LSAHR@southendairport.com

The successful applicant will be rewarded with a package including company pension scheme and uniform.

For Stobart employees: You must inform your line manager in advance if you are short-listed for an interview.

