

Ramp Operations Manager – Stobart Jet Centre

Division:	Stobart Aviation
Location:	London Southend Airport
Shift Pattern:	40 hour week, across 7 days, days and nights as required
Salary:	Dependant on experience
Reporting to:	General Manager

Stobart Group:

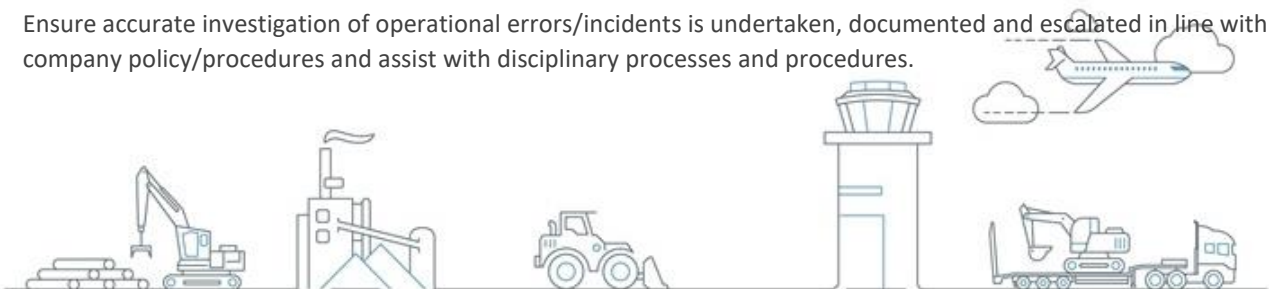
Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

To manage the ramp and hangar effectively and safely to meet the demand of increasing business, whilst making sure the process is seamless for staff and clients at the Jet Centre. You will be working with the Jet Centre team to ensure that the customer service delivered is consistently professional and to an exceptionally high standard, and you will maintain the highest safety standards in an airport environment. The Candidate must demonstrate excellent communication skills and a proactive approach to problem solving. They must be able to promote a positive and professional attitude whilst inspiring and motivating their team. They must be able to demonstrate effective leadership, support, and training to the team in operations and ramp/hangar handling. They will be expected to build relations and communicate effectively with all departments within the airport, along with overseeing the team to ensure that staff consistently follow standard processes and procedures to maintain an efficient and safe working environment.

What will I be responsible for?

- Suggest and implement new policies and procedures to improve the safety and compliance of the Stobart Jet Centre
- Ensure standard operating procedures are always achieved and maintained and are monitored and updated when necessary.
- Managing the day to day ramp/hangar operations
- Report and liaise regularly with the GM/ Customer Service & Training Manager regarding departmental performance and ensure they are informed of any relevant information or issues.
- Enhancing employee skills, performance, productivity and quality of work, along with active supervising of staff
- Overseeing all necessary mandatory, customer service and ramp training with staff using a variety of training methods including classroom and on the job training
- Create individual development plans to provide staff SMART goals, along with conducting regular Team Reviews
- Praise, support and recognise good performance, complete annual appraisals, and auditing staff and operations
- Take ownership of all aircraft on our ramp ensuring a safe environment for both the clients and the Stobart Jet Centre
- Ensure all equipment maintenance is adhered to (Lavatory/Water/Vehicles/Stairs/Belt Loader etc)
- Complete administrative duties such as rostering, annual leave, assisting with HR and Payroll processes
- Ensure employee conduct, uniform, PPE and personal hygiene requirements are strictly adhered to.
- Responsible for ensuring adequate resource planning for 24-hour coverage
- Provide resource planning and performance information (both forecast and actual) to the GM.
- Monitor and implement IS-BAH Protocols for our accreditation.
- Ensure accurate investigation of operational errors/incidents is undertaken, documented and escalated in line with company policy/procedures and assist with disciplinary processes and procedures.



- Represent Stobart Group/Jet Centre at global events as and when required, assisting the GM with events
- Provide weekly/monthly reports as requested to the GM for overall MVT's/Financials/Team Performance
- Liaise with third party providers that supply services on the airfield (equipment maintenance/aircraft cleaning)
- Able to demonstrate physical fitness as will regularly lift, or move, baggage and equipment
- Take control of the daily operational requests into the Jet Centre and delegate as necessary
- Answer and respond to client queries and handling requests when received
- Action all FBO operational requests appropriately alongside the Executive Operations Team whilst supporting each other on a day to day basis
- Ensure records of any incidents/accidents involving customers, staff, or equipment is reported to the Line Manager and documented accurately on relevant reporting systems, and to regulatory bodies as required.
- Action all FBO operational requests appropriately alongside the Exec Op's team – support each other on a day to day basis

Qualifications and Experience:

- Extensive knowledge of operating in an airport environment, including ramp/hangar areas relevant to the department
- English and Maths GCSE grade C or above
- Full UK Driving Licence
- IS-BAH
- Experience in Aviation Ramp/Hangar Management
- Extensive aviation experience with 3-5 years in a senior/supervisory/management position
- Experience in training staff on aspects of Ramp/Hangar proficiencies
- Experience in: Marshaling, De-icing Services, Lav/Water Services, APU, Stairs, Parking /Towing
- Knowledge of Airport Operations

How to Apply:

All applications should be made by submitting an up to date CV and covering letter, detailing why you feel you would be the perfect fit for this role to: LSAHR@southendairport.com. If you are already a Stobart employee, and are selected for interview, you must inform your line manager.



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.

