

Executive Operations Agent – Stobart Jet Centre

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

Stobart Group:

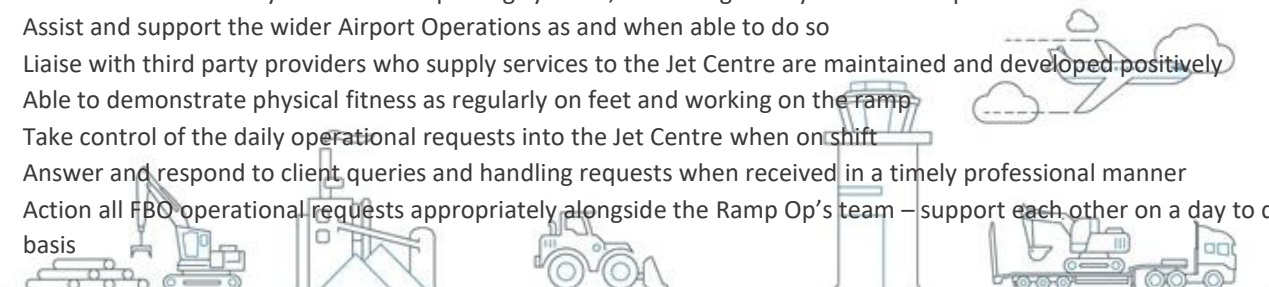
Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

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 people who aspire to deliver on the superior service expectations of our clients and be consistently professional throughout their experience with us. We are looking for an exceptionally high standard of people who take pride in their work and excel at delivering the highest of safety/service requirements in an airport environment. Must have extensive customer service and airport operational knowledge. The Candidate must always demonstrate excellent communication skills along with a desire to deliver VIP service expectations to a myriad of discreet and confidential clientele. They must be able to demonstrate an ability to build relations and communicate effectively with all the teams located within the airport. They will be consistently expected to follow standard processes and procedures to maintain an efficient and safe working environment for all.

What will I be responsible for?

- Represent the Jet Centre as the beacon of compliance, safety and service delivery
- Ensure standard operating procedure are always followed
- Actively respond and book in new handling requests and support/lead the Ramp Agents with the full process of actioning a flights request
- Be the port of call for all clients, operations and aircraft operations when on shift
- Report and liaise regularly with the managers regarding departmental performance and ensure they are informed of any relevant information or issues.
- Guide and mentor new team members in the expectations of operations and service delivery
- Take ownership of all handling requests from clients at the Stobart Jet Centre
- Ensure your own uniform, PPE and personal hygiene requirements are adhered to when at work.
- Responsible for notifying your manager of any foreseeable issues and attendance correctly
- Prompt timekeeping and attendance and effective organisation
- Work cohesively with all the team to maximize efficiency and effectiveness of the operation.
- Follow IS-BAH Protocols as advised to do so by the Management Team
- Ensure accurate investigation of operational errors / incidents is recorded, documented and escalated in line with company policy/procedures
- 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.
- Assist and support the wider Airport Operations as and when able to do so
- Liaise with third party providers who supply services to the Jet Centre are maintained and developed positively
- Able to demonstrate physical fitness as regularly on feet and working on the ramp
- Take control of the daily operational requests into the Jet Centre when on shift
- Answer and respond to client queries and handling requests when received in a timely professional manner
- Action all FBO operational requests appropriately alongside the Ramp Op's team – support each other on a day to day basis



Qualifications and Experience:

- English and Maths GCSE grade C or above
- Full UK Driving Licence
- Demonstrable VIP Hotel/Airline Customer Service delivery experience
- Extensive customer service experience
- Dealing with clients and knowing how to respond to difficult situations
- Problem solving skills
- Knowledge of Airport Operations
- Knowledge of Ground Handling operations
- A Customer service qualification would be an advantage

How to Apply:

All applications should be made by submitting an up to date CV and covering letter, detailing why you feel that you are the best fit for the role, to: LSAHR@southendairport.com

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

