

Ground Services Supervisor

Division: Aviation

Location: London Southend Airport

Shift pattern: Full time 40 hours per week shift pattern (hours between 04:00-00:00)

Salary: £26,000 per annum

Reporting to: Ramp Manager

What's the role?

You will be working in the Ground Handling and Operations Team, assisting the Duty Managers in the day to day running of the Ground Handling operation, ensuring consistent delivery of high performance standards in the provision of the smooth, timely and accurate processing of passenger baggage and aircraft turnaround

What will I be responsible for?

- Responsibility for the Ground Handling Team (duties include Airside Security, Hold Baggage Screening, Outbound Baggage Sortation, Aircraft Turnaround, Operations and Dispatch)
- Ensure that Health and Safety and adherence to LSACL, Airline(s) and regulatory bodies processes and procedures are maintained at all times
- Assistance with the management of staff rosters to ensure efficient and effective operational coverage
- Assistance with the management of staff sickness and annual leave in line with LSACL procedures
- Allocation of staff duties, GSE/other equipment to ensure operational efficiency
- Active Supervision, monitoring and audit of staff and operational performance
- Ensure effective and efficient communication within the department and to other departments
- Perform operational briefings/debriefings regarding performance, procedural changes, safety issues
- Assistance with staff disciplinary process as per LSACL procedures
- Coaching and development of staff through regular appraisals, performance reviews and training workshops
- Line training (to include but not limited to Operational GSE, Airside Driving, LSACL and Airline(s) processes and procedures)
- Assistance in the management of GSE / Equipment servicing and/or maintenance

- ➔ 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.
- ➔ Carry out any other reasonable task as requested by Line Management.

This description is not exhaustive but is an outline of key tasks that may vary with demands from our clients or the operational needs.

Qualifications and experience:

- ➔ Minimum of 3 years aviation experience is essential
- ➔ Minimum of 2 years ground handling experience is essential
- ➔ A full driving licence is essential
- ➔ Knowledge of resource allocation/ roster management is desirable
- ➔ Minimum of 1 year supervisory experience is desirable
- ➔ Experience of aircraft pushback is desirable
- ➔ Experience of RT protocol is desirable

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.

How can I apply?

All applications should be made in writing to LSAHR@southendairport.com with:

- ➔ An updated CV
- ➔ A covering letter

Please provide details of relevant skills, experience and qualifications to support your application. If you are a current employee, you must inform your line manager before you are interviewed.

Applications from third party websites will not be considered.