

Passenger Services Supervisor

Division: Aviation

Location: London Southend Airport

Shift pattern: Full-time 40 hours per week shift pattern

Salary: £26,000 per annum

Reporting to: Passenger Services Manager

What's the role?

Working in the Front of House team, you will be assisting the Passenger Services Manager to ensure that the service delivered to our customers is consistently professional and to an exceptionally high standard. All processes must be performed in a smooth, timely and accurate manner. You should be able to demonstrate a hard-working, adaptable attitude and be able to thrive on variety in the workplace.

What will I be responsible for?

- ✈ To achieve excellent standards of customer service, quality and attention to detail, supporting the growth of the airport and the increasing complexity a larger airport will bring.
- ✈ Excellent communication skills and proactive approach to all work requirements and a team-centred ethos.
- ✈ Confident and professional approach at all times that enables effective resolution of conflicts and delivery of relevant solutions.
- ✈ Ability to provide effective leadership and ensure staff consistently follows standard processes and procedures in order to maintain an efficient and safe working environment.
- ✈ Responsible for the Front of House / Passenger Services Team (including check in and boarding, Ticket Desk, Customer Service, PRM's, and Lost property).
- ✈ Ensure that Health and Safety and adherence to London Southend Airport, Customer Airlines and regulatory bodies' processes and procedures are maintained at all times.
- ✈ To ensure the overall Passenger experience at London Southend Airport is of an exceptional standard at all times.
- ✈ Ensure effective communication with the FOH team on duty through staff briefings, and to ensure information and updates are disseminated to appropriate staff.
- ✈ Allocation of staff duties, breaks and equipment to ensure operational efficiency
- ✈ To manage FOH team rosters and holiday allocations to ensure sufficient operational coverage. To issue any additional hours required to maintain the operation within the budget
- ✈ To manage staff sickness in line with airport procedures.
- ✈ Active Supervision, monitoring and auditing of staff and operational performance.

- ➔ Initial investigation of any errors and to assist with disciplinary processes and procedures.
- ➔ Coaching and development of staff through appraisals and performance reviews. To achieve optimum staff performance, development and retention.
- ➔ Line training, to include but not limited to Operational systems, Operational procedures, Customer Service and all mandatory training as required by customers and regulatory bodies.
- ➔ Monitor and manage all check in, gate and Ticket Desk systems and escalate any faults to relevant departments.
- ➔ Ensure all working areas such as Check in desks, Ticket desk and Gates are in safe working order and to report any faults.
- ➔ Ensure all equipment used such as wheelchairs are checked and conform to Health and Safety standards.
- ➔ Work cohesively with all of the team to maximize efficiency and effectiveness of the operation.
- ➔ Ensure records of any incidents/accidents involving customers, staff, or equipment is reported to line managers and documented accurately on relevant reporting systems, and to regulatory bodies as required.
- ➔ Carry out any other reasonable task as requested.

Qualifications and experience:

- ➔ English and Maths GCSE grade C or above are essential.
- ➔ Minimum of 3 years' aviation experience within Passenger Services is essential.
- ➔ First class interpersonal skills are essential.
- ➔ Demonstrable evidence of enhancing customer service is essential.
- ➔ Knowledge of airline systems and procedures is essential.
- ➔ A recognised customer service training programme is desirable.
- ➔ Experience at a regional/international airport for the airport, airline or handling agent is desirable.
- ➔ At least one years' supervisory experience is desirable.

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.