

## ***Senior Handling Supervisor***

**Division: Aviation**

**Location: London Southend Airport**

**Shift pattern: 42 Hours per week**

**Salary: £29,000 per annum**

### **What's the role?**

Working in the Ground Handling team, with direct focus on the Back of House element, you will be assisting the departmental manager (Ramp / Operations) in ensuring 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. The role works in conjunction with and closely to the opposite and equivalent position in Front of House (Passenger Services) to ensure the operational stability for the whole Ground Handling service provided to our customer airlines.

You should be able to demonstrate a flexible, hard-working, adaptable attitude and be able to thrive on variety in the workplace.

This role is hands on when required and offers the ideal opportunity to develop, progress and become a key part of the operational management team.

### **What will I be responsible for?**

To achieve excellent standards of customer service, performance, 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, support and oversight of the departmental supervisory team(s) to ensure staff consistently follow standard processes and procedures in order to maintain an efficient and safe working environment.

- ✈ Line management responsibility for the Back of House Supervisory team (Ramp and Operations)
- ✈ Support, mentor and develop the Supervisory team to ensure they work as one team with a consistent approach
- ✈ Responsible for ensuring adequate resource planning in undertaken for the Back of House Team (includes Baggage Handling, Baggage Sortation, Hold Baggage Screening, Operations and Aircraft Dispatch).
- ✈ Responsible for ensuring the Back of House team communicate effectively and efficiently with other departments within the business to maintain operational readiness
- ✈ Responsible for ensuring adequate and appropriate oversight is given to maintaining ongoing compliance with training (both mandatory and role specific)

- and any airline or regulatory body's processes and procedures
- Ensure that Health and Safety and adherence to London Southend Airport, Customer Airlines and regulatory body's processes and procedures are maintained at all times.
  - Ensure the Supervisory team are effective in communication with the BOH team on duty through staff briefings, and to ensure information and updates are disseminated to appropriate staff.
  - Ensure adequate oversight of the departmental rosters and holiday allocations to ensure sufficient /optimal operational resource is available to meet demand
  - Provide resource planning and performance information (both forecast and actual) to the department manager.
  - Active Supervision, monitoring and auditing of staff and operational performance.
  - Ensure accurate investigation of operational errors / incidents is undertaken , documented and escalated in line with company policy/procedures
  - Assist with disciplinary processes and procedures.
  - Work cohesively with all of the Ground Handling 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.
  - Deputise for the departmental manager at operational meetings as required.
  - Act as a point contact /liaison for customer airlines as required.
  - Carry out any other reasonable task as requested.

### Qualifications and experience:

Key Attributes	Core	Desirable
	<ul style="list-style-type: none"> <li>• Desire to deliver exceptional operational performance and customer service.</li> <li>• Champions continuous improvement.</li> <li>• Proactively promotes working together.</li> <li>• Effective communication and relationship building.</li> <li>• Accuracy in both theoretical and practical workplace applications – an eye for detail.</li> <li>• A problem solver – an ability to work on one's initiative.</li> <li>• Ability to deal effectively with difficult people.</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive knowledge of operating in an airside environment</li> </ul>
Qualifications	Core	Desirable
	<ul style="list-style-type: none"> <li>• English and Math's GCSE grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• A recognized customer service training programme</li> <li>• Previous attendance to a formal management training programme</li> </ul>

Experience	Core	Desirable
	<ul style="list-style-type: none"> <li>• Extensive aviation experience is essential with ideally 5 years (minimum of 3 years) in a Senior / Supervisory / Management position</li> <li>• First class interpersonal skills.</li> <li>• Demonstrable evidence of enhancing operational performance</li> <li>• Demonstrable knowledge of all Ramp Turnaround process/procedures on multiple aircraft types</li> </ul>	<ul style="list-style-type: none"> <li>• Previous working knowledge gained at a regional /International airport for either the Airport, an Airline or Handling Agent.</li> <li>• Knowledge of aircraft weight / balance / aircraft dispatch process</li> <li>• Demonstrate experience of delivering training for a new airline/customer in terms of process/procedures and airline systems and/or Ground Service equipment</li> </ul>

**How to Apply:**

All applications should be made in writing to Human Resources at [LSAHR@southendairport.com](mailto: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.