



## **Operations Assistant**

Reporting to the Operations Controller the position is based at London Stansted Airport, working hours are based on a 4 on 4 off shift pattern, 2 days and 2 nights. 12 hours per shift day.

### **Duties and Responsibilities include:**

- Providing support and assistance with the day to day running of Operations
- Ensuring all authorities have the required documentation
- Booking aircraft handling into the Company system
- Arranging hotels, fuel and transport
- Providing crew with NOTAMS and weather reports
- Assisting on the ramp as and when required including loading of baggage, providing toilet and water services
- Meeting and greeting of crew, passengers and visitors, acting as first point of contact and assisting with any queries and provide refreshments as and when required
- Liaising with Border Control
- Driving crew to their local airport hotels
- Responding to email and telephone inquiries in a professional manner
- Invoicing and taking payment when required
- Ensuring that all facilities are secure at all times

### **Applications are invited from candidates with the following skills and experience:**

- Full driving licence is essential
- Excellent communication skills with the ability to provide a high level of Customer service
- Good keyboard skills and a competent computer user with the ability to use Excel
- Willingness to be flexible towards working hours so that all shifts and workload are covered
- Capable of working shifts, including weekends and Bank Holidays
- Educated to GCSE level with grade C passes in English and Maths
- 5 year checkable work history is an essential requirement for this role (Criminal Records Check must be supplied on start date, payable by candidate)
- Demonstrable experience within Aviation
- Previous Operations experience is desirable but not essential
- Service Industry experience would be advantageous
- Knowledge of CFMU and FBO1 would be desirable but training will be given
- Previous GA experience would be advantageous

### **In return the company offers:**

Contributory Pension Scheme  
20 days annual leave  
Uniform

Job Types: Full-time, Permanent