

Version: 2
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INFLITE THE JET CENTRE



Job Title: Operations Assistant	Abbreviation:
Reports to: FBO Supervisor	Division/Department: Operations
Deputised by:	Location: Stansted
JOB PURPOSE	
To support the Operations Controller in ensuring the efficient, day-to-day running of the department.	
MAIN RESPONSIBILITIES AND DUTIES	
<ul style="list-style-type: none">• Support daily operations to ensure everything runs smoothly.• Book aircraft handling services in the company's system.• Arrange crew and passenger accommodation, fuel, and transport.• Track and compile fuel data in Excel.• Provide crew with essential information like NOTAMs and weather updates.• Help with ramp duties when needed, including loading baggage.• Be the first point of contact for crew and address their queries.• Respond to emails and phone calls in a professional manner.• Enter passenger passport details into the system during night shifts.• Assist Customer Service Representatives (CSRs) when required.• Provide toilet and water services upon request.• Carry out any other tasks as assigned by the company	
QUALIFICATIONS & PREREQUISITES	
<ul style="list-style-type: none">• Strong communication skills with a focus on excellent customer service.• Comfortable using computers, especially Excel.• Willing to work flexible hours, including weekends and bank holidays.• Able to work different shifts as needed.• Minimum of GCSEs with a grade C or above in English and Maths.• A 5-year checkable work history is required for this role.• Experience in the aviation industry is essential.• Previous experience in operations is desirable.• Service industry experience is a plus.• Familiarity with CFMU and FBO1 systems is helpful but not required training will be provided.• Experience in General Aviation (GA) and flight planning is beneficial.	

What We Offer:

- **Competitive Salary:** We recognise and reward your skills and expertise with a salary that reflects your contributions.
- **Generous Annual Leave:** Enjoy increasing annual leave entitlement as you grow with us.
- **Salary Exchange Pension Scheme:** Secure your financial future with our comprehensive pension plan.
- **Employee Assistance Programme:** Receive support for your mental and emotional well-being.

- **Life Assurance:** Gain peace of mind for yourself and your loved ones with our life assurance coverage (subject to scheme rules).
- **Employee Cash Plan:** Access financial assistance for health and well-being-related expenses.
- **Enhanced Maternity and Paternity Schemes:** We support you and your growing family during significant life milestones.
- **Professional Growth and Development:** Access continuous opportunities to enhance your skills and advance your career.
- **State-of-the-Art Equipment and Technology:** Work with cutting-edge tools and technologies.
- **Ongoing Training and Certification Programmes:** Stay up-to-date with the latest industry standards and practices.
- **Career Advancement Opportunities:** Clear paths for progression within our dynamic organisation.