

## **Ground Handling Agent**

**Division: Aviation**

**Location: London Stansted Airport**

**Shift Pattern: Full-time**

**Salary: TBC**

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

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

You should be able to demonstrate a hard working, adaptable attitude and be able to thrive on variety in the workplace. A demonstrable background in the aviation industry, Customer Service and Airside exposure would be an asset.

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

- ✈ Complete processes and activities, in accordance with both CAA and DfT regulations and Airline(s), Airport(s) and company procedures.
- ✈ Perform accurate and efficient sortation of outbound passenger baggage.
- ✈ Take active involvement in all Aircraft Turnaround processes (including but not limited to aircraft arrival, baggage unload, baggage load, aircraft departure) as instructed by Team Leader.
- ✈ Security duties (including but not limited to Patrols, Access Control and I.D. checks).
- ✈ Safe and efficient operation of Ground Service Equipment.
- ✈ Regular preventative maintenance within the operational environment (including but not limited to removal of FOD, Ground Service Equipment checks/cleaning).
- ✈ Provide assistance and input to any baggage loading/unloading problems with accuracy and efficiency ensuring Team Leaders are kept informed.
- ✈ 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.
- ✈ Carry out any other reasonable task as requested by Line Management or Team Leader.

### **Qualifications and experience:**

- ✈ Good verbal communication skills
- ✈ Ability to read, write and understand written instruction and information
- ✈ Proactive approach to all work requirements and a team centred ethos.
- ✈ A full driving licence is essential
- ✈ Ground Handling experience is desirable

### **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

**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.

**If you have not received a response from us within 4 weeks please assume that, regrettably, your application has been unsuccessful.**