

Passenger Services Supervisor

Division: Aviation

Location: London Stansted Airport

Shift Pattern: Full-time

Salary: TBC

What's the role?

Working in the Front of House Team you will be assisting the Passenger Services Manager to Supervise the Front of House Team to ensure that the service they deliver to our customers is consistently professional and to an exceptionally high standard.

You will be responsible for ensuring that all processes are performed in a smooth, timely and accurate manner. You should be able to demonstrate excellent people skills. Being able to motivate the team and lead by example.

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.
- ✈ To motivate, allocate, lead and support staff in the Front of House (FOH) / Passenger Services Team (including check in and boarding, Ticket Desk, Customer Service, Baggage).
- ✈ Ensure compliance with company, Airline(s), Airport(s) and regulatory bodies processes and procedures at all times.
- ✈ Ensuring that the Passenger experience 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.
- ✈ Ensure effective communication with all airport departments to maintain the smooth running of the operation.
- ✈ Ensure communication with operations/dispatch and supervisor in the event of delays. Attend regular meetings with the operations team to discuss turnarounds and work together to improve service and team work.
- ✈ Work cohesively with all of the team to maximize efficiency and effectiveness of operation.
- ✈ Ensuring that knowledge of procedures and processes are



maintained and any new or updated processes, procedures and policies are introduced and implemented.

- ➔ Ensure staff knowledge on product is maintained and up to date. Supervising and coaching to disseminate skills and knowledge.
- ➔ Line training of staff to include but not limited to Operational systems, Operational procedures, Customer Service and all mandatory training as required by customers and regulatory bodies.
- ➔ Coaching and development of staff through appraisals and performance reviews. To achieve optimum staff performance, development and retention.
- ➔ Active leadership, monitoring and auditing of staff and operational performance.
- ➔ Allocation of staff duties, breaks and equipment to ensure operational efficiency.
- ➔ Ensure all equipment used such as check in desks, ticket desk and gates are in safe working order and report any faults.
- ➔ Ensure that safe and efficient working practices are adhered to at all times.
- ➔ 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:

- ➔ Effectual leadership
- ➔ Desire to deliver exceptional customer service
- ➔ Effective conflict and resolution skills
- ➔ Champions continuous improvement.
- ➔ Proactively promotes working together.
- ➔ Effective communication and relationship building skills.
- ➔ Accuracy in both theoretical and practical workplace applications – an eye for detail.
- ➔ A problem solver with an ability to work on one's initiative.
- ➔ Ability to deal effectively with difficult people.
- ➔ Second Language is desirable
- ➔ English and Maths GCSE or equivalent grade C or above
- ➔ Minimum of 3 years aviation experience essential within Passenger



Services

- ✈ First class interpersonal skills.
- ✈ Demonstrable evidence of enhancing the customer service.
- ✈ Knowledge of airline systems and procedures.

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

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.