

Dispatcher

Division: Aviation

Location: London Stansted Airport

Shift Pattern: Full-time

Salary: TBC

What's the role?

You will be working in the Ground Services department. Ensuring consistent delivery of high performance standards in the provision of the smooth, timely and accurate processing of Aircraft turnaround, Internal/External Operational communication and Flight monitoring/record keeping. This is a "hands on" role and you will be expected to maintain Aircraft Dispatch and Weight & Balance competency You should be able to demonstrate a hardworking, adaptable attitude and be able to thrive on variety in the workplace. A demonstrable background in Aviation Ground Handling with Operations/Dispatch/Load Planning experience is preferred.

What will I be responsible for?

- To consistently deliver the highest possible level of customer service at all times
- To effectively manage an aircrafts turnaround giving support where appropriate
- Responsible for a safe, secure and correct aircraft arrival/departure from its parking stand, this is to include the overseeing of safety of the entire operation on the ramp area, involving all staff and third party suppliers
- Ensure all staff members fully comply with the health & safety at work act 1974 when carrying out their duties
- Responsible for overseeing and co-ordinating the safe unloading/loading of aircraft
- To assist with passenger services and passengers being directed to and from the aircraft in a safe manner
- To comply with all airlines weight & balance documentation and load sheet regulations and to convey the loading instruction to ramp staff
- Supervision of ramp agents and customer service agents affecting the aircraft
- Ensure that the fuel load is loaded and agreed / confirmed with Captain and fuel provider
- To ensure that security items, rush/unattended bags are loaded & documented correctly
- Presentation of the loadsheet with any final amendments made to the captain
- Compliance with baggage reconciliation and Triple A requirements

- To understand and operate radio equipment effectively and correctly
- Co-ordinating & recording the safe and timely delivery of all services to the aircraft at the request of the crew or engineers
- Responsible for the safe co ordination of the pushback on departure of the aircraft and to ensure the ramp area is checked for FOD before aircraft arrival
- Enhance the relationships between staff, the airport and contracted service providers to deliver consistently outstanding customer service
- Carrying out any other reasonable request made by Stobart Aviation Services in relation to protecting the operation and customer profile.

Qualifications and experience:

- Desire to deliver exceptional customer service
- 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
- 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 careers@stobartaviation.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.