

Job Description

Flight Support Officer



Reports	Job Title	Flight Support Officer
	Reports To	
	Reporting Structure	<pre> graph TD A[Flight Support Manager] --- B[Shift Supervisor] </pre>
The Role	Job Overview	An overview of the function of the role and its interactions with the Organisation
	Our Values	As an Organisation we are passionate about ensuring our values are not simply posters on a wall, but instead an integral part of our ethos. Each member of the team plays a valuable contribution to embedding these into our Organisational DNA. As Flight Support Office you will bring the skills required against each of our Values as shown below.
		<ul style="list-style-type: none"> • <i>Sustainability: An awareness of what Sustainability means, and why it is important to SaxonAir. Complies with Sustainability initiatives and aware of sustainability goals and ambitions of the Organisation. Contributes to the sustainability goals by raising improvement ideas for consideration and has an awareness of how their actions contribute to supporting the Organisation in achieving its sustainability goals.</i> • <i>Inclusivity: Has an understanding that compliance with Inclusivity is to the benefit of all and has an appreciation of its importance. They understand that everyone has an obligation to ensure the reporting of discrimination of any kind.</i> • <i>Safety: Understands what Safety Management Systems are, and how it operates within the Organisation. Actively participates in safety initiatives and supports safety projects. Understands how their actions impact on the safety of the Organisation and others and can recognise and report safety risks or issues as they emerge. Holds safety as a prime consideration during any decision making and ensures it is the first point of reference.</i> • <i>Respect: Ensures that they interact and engage in a respectful manner at all times with both internal and external customers. Challenges peers when they are not respectful in a proactive way. Ensures that the value of respect is exhibited as part of their day to day role.</i> • <i>Innovation: Is familiar with what innovation is and can do to enhance the Organisation. Accepts new ways of working and feeds back areas for improvement when requested. Has a familiarity with how innovation is encouraged and embedded around the Organisation and how others support in its implementation.</i> • <i>Integrity: Is familiar with what integrity means and why it is important to the Organisation. Acts with integrity at all times during their daily work. Escalates issues where it is felt that integrity has not been demonstrated in any decision making process. Is familiar with how integrity helps form the Organisational culture.</i> • <i>Excellence: Has a basic understanding of what Excellence means to the Organisation. and the importance of it to our customers and colleagues. Has a basic understanding of how excellence has an impact on the business, and the importance of it when delivering services.</i>

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I N S P I R E	Responsibilities and Duties	<ul style="list-style-type: none"> • To provide check in assistance for the offshore area using Vantage POB. • Provide baggage, freight handling for both offshore and VIP areas of Flight support. • Ensure Dangerous goods are correctly managed and loaded in accordance with IATA dangerous goods regulations. • Carry out passenger searches if required subject to appropriate training being completed. • Assist in handling of delays and passenger management for the off-shore operation • Maintain accurate data capture for the offshore operation on a shift by shift basis • Provided VIP handling for the fixed wing and off-shore operation • Process handling request in a timely manner, ensuring good customer service at all times. • Answer phones, to customers and colleagues in a timely manner • Liaise with UKBA and Special branch regarding inbound flights and passenger clearances • Ensure Invoices are processed correctly, by means of credit card, cash and account payments. • Provided Aircraft handling for fixed wing operation, which would encapsulate, aircraft towing, marshalling, basic services, catering supplies & toilet servicing or any other related activities as reasonably required. • Liaise with third party service providers to provide adhoc services, ensuring that a smooth service is delivered at all times to our customers • Actively promote additional services, i.e. fuel sales, hangarage etc. • Monitor and log car parking in the off-shore car park, using computer system • Assist with health and Safety requirements, by helping to promote a safe working environment • Assist with Adverse weather conditions, ensuring both airside and landside operations are safe, i.e. snow clearing, gritting etc. • Any other duties deemed reasonable by Flight Support Management 														
	Who we are looking for	<p>In Flight Support we are looking for the sort of person that can fit in and work well in a team but also on their own initiative. They have to be happy working unsociable hours as it is early start's and late finishes. They would need to be adaptable as they could be doing offshore check-in one minute and then greeting a VIP passenger from their private flight. To work within flight support they have to be happy to work outside in all-weather conditions.</p>														
	The Role	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: center;">Average</th> <th style="text-align: right;">Excellent</th> </tr> </thead> <tbody> <tr> <td>Communication</td> <td style="text-align: center;">● ● ● ● ●</td> <td></td> </tr> <tr> <td>Respect</td> <td style="text-align: center;">● ● ● ● ○</td> <td></td> </tr> <tr> <td>Resilience</td> <td style="text-align: center;">● ● ● ● ○</td> <td></td> </tr> <tr> <td>Computer Literacy</td> <td style="text-align: center;">● ● ● ● ○</td> <td></td> </tr> </tbody> </table>		Average	Excellent	Communication	● ● ● ● ●		Respect	● ● ● ● ○		Resilience	● ● ● ● ○		Computer Literacy	● ● ● ● ○
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		<p>Creativity ● ● ● ○ ○</p> <p>Attention to detail ● ● ● ● ●</p> <p>Teamwork ● ● ● ● ○</p> <p>Independent Work ● ● ● ○ ○</p> <p>Flexible Working ● ● ● ● ●</p>
	The Requirements and qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Have a full driving licence • Excellent interpersonal skills, good verbal and written communication, analytical and problem-solving abilities • Enthusiastic and out going
		<p>Desirable</p> <ul style="list-style-type: none"> • Vantage trained • Aviation experience
	Working Conditions	<p><i>The Flight Support Officer is the heart of the business, working together with the rest of the team, and other Operational Departments to ensure the smooth running of the Operation. This demands a lot of face to face interaction with the office staff and with different types of customers such as crew, VIP passengers and offshore passengers. We love to support you in maintaining a balance which keeps you happy, fresh and fulfilled outside of work, so you can give your best whilst you're in work.</i></p>
	Salary Banding	TBC