



LONDON
BIGGIN HILL
AIRPORT

JOB DESCRIPTION

HANGAR/RAMP CO-ORDINATOR

Responsible to	Ground Operations Manager
Location	London Biggin Hill Airport
Hours of work	42 per week worked as shifts

WHAT IS THE JOB LIKE?

The Hangar/Ramp Co-ordinator is responsible for the daily operation of the airport hangar. In conjunction with the Duty Ramp Marshalls, this involves the forward planning of customer aircraft parking in the hangar and also outside on the main terminal apron that will involve moving aircraft with an aircraft tug to meet the customers' needs. This involves liaising with the Handling and Flight Operations team to ensure that customer requirements are met. You will also be responsible for ensuring the maintenance and general cleanliness of the hangar and it is vitally important that this is continuously monitored and appropriate action taken.

This is a customer-focussed role and the job holder is expected to deal appropriately with a wide range of people to ensure they have a great experience at the airport. This includes passengers, crews and engineers. Showing diplomacy and professionalism whilst fulfilling an essential operational role is key.

London Biggin Hill Airport has a one-team approach and, although you will be working in the hangar and on the ramp, there will be times when you may be asked to help out in other areas to ensure that customer service is never compromised.

Key Tasks

- Maximise efficiencies and best practice for the operation of the hangar
- Planning and co-ordination of the ramp operations
- Aircraft towing requirements to/from hangar and main terminal apron
- Communication with other airport teams to ensure seamless delivery of customer service
- High standards of customer service are delivered
- Daily hangar operation, ensuring a high standard and prompt response to customer hangar requirements, maintaining good communication with the Handling, Flight Operations and ramp teams

- Produce a rolling hangar parking plan, moving customer aircraft in and out of the hangar as necessary and assisting hangar customers with arrivals and departures
- Ensure a high level of hangar cleanliness and monitor the maintenance of the hangar and customer offices
- Control, maintain and keep records relating to aircraft tug
- Co-ordinate the main terminal apron parking in conjunction with the hangar requirements, including liaison with the Duty Ramp Marshaller team
- Liaising with the Handling and Flight Operations teams regarding the customer ramp requirements and co-ordinate these requirements with the Duty Ramp Marshalls
- Use the company integrated Handling computer system to full effect
- Ensure that all provisions of the Health & Safety at Work Act, CAA and Airport procedures and regulations for airport hangar and ramp airside operations are maintained
- Ensure that the 'image' specified by the company is maintained in the standards of hangar appearance, work, dress and all dealings with customers, other service companies and the general public
- Carry out any reasonable task requested. This description is an outline of the role and it is expected that key tasks will vary with the demand and operation base

Key Performance Indicators

- All administrative systems are effectively used, with accurate accounting and data information recorded (i.e. hangar usage, ground equipment use, planning ability) and dissemination with the relevant teams at the airport
- Ability to work to demanding customer requirements to meet their critical time lines
- Ensure that all company equipment is maintained to the highest possible quality standards and faults or repairs are reported promptly

Key Competencies

Planning and Organising

- Meets deadlines, sets realistic goals and achieves them, plans ahead to meet future goals, tracks personal progress and takes remedial action
- Follows instructions and procedures, works in a systematic and methodical way

Analysing and Interpreting

- Makes good decisions and shows evidence of clear analytical thinking
- Gets to the heart of complex issues
- Quickly learns new technology

Adapting and Coping

- Flexibility, responds well and copes well with change, will change work processes and procedures when necessary, looks for ways to improve working methods, responds well to being asked to do different tasks or to do things in a different way
- Positive outlook, adapts interpersonal style to circumstances

Interacting and Presenting

- Communication skills, communicates and networks effectively
- Good presentation, facilitation and negotiation skills
- Communicates well orally and in writing
- Gains clear agreement and commitment from others

Leading and Managing

- Takes responsibility for projects/teams, works under own direction, introduces change into work processes, makes tough choices, takes considered risks, provides others with clear direction, engages, motivates and empowers
- Sets appropriate standards of behaviour

Creativity and Ongoing Learning

- Produces new ideas, range of solutions to problems, sets and develops strategies, learns from success and failure, presents compelling vision for the future, embraces and demonstrates personal and team development

Supporting and Co-operating

- Team work – works well with colleagues, helps other people out, consults others and listens to other people's point of view, shows empathy
- Upholds ethics and values

Customer Focus

- Puts customer needs at the heart of what they do (internal and external customers), looks for ways to resolve complaints to both parties' benefit, goes the extra mile, listens well to customer needs

Developing and Growing the Business

- Continually looking for ways to maximise both current and future profitability.
- Fully aware of the need to balance excellent customer service with the need to keep costs to a minimum whilst also identifying investment opportunities which will lead to sustainable growth

Qualifications and Experience

Essential

- Full UK driving licence
- Hold a current clean Criminal Record Check for the duration of employment
- Aircraft towing qualification or experience with both tow bar and towbarless tug equipment
- IT skills in Word, Excel, Outlook

Desirable

- Experience of the Lektro towbarless aircraft tug
- Experience of working in aircraft hangars

WHAT WILL THE SUCCESSFUL JOB HOLDER BE LIKE?

You will enjoy meeting a wide variety of people and delivering excellent customer service. You will be a good communicator and able to deal with customers who expect the best – so you will be expected to give your best. Working mostly as part of a team, you will be a self-motivated team player who is prepared to be flexible and pro-active, but who is also comfortable working alone. You will be able to work within strict safety guidelines and you will be confident in making decisions and dealing with a wide range of challenges – always seeking the opportunity to maximise customer service whilst adhering to safety guidelines at all times.