



**Cabin Services Agent Job Spec – AURIGNY AIR SERVICES**

<b>Role Title:</b>	Cabin Services Agent / Ground Support
<b>Location:</b>	Guernsey Airport (Airside)
<b>Reports To:</b>	Cabin Services Manager
<b>Hours:</b>	Rolling Roster 4 Days ON / 4 Days OFF 2 Earlies (06:00 – 18:00) - 2 Lates (10:30 – 22:30) - 4 Days OFF
<b>Role Purpose:</b>	To prepare all aircrafts for departure out of Guernsey, ensuring that adequate Cabin Sale products and onboard supplies are provided for each flight.
<b>The Role:</b>	<b>All Duties below will be trained onsite.</b>
	Responsibilities: (EARLIES) 06:00 – 18:00
	<ul style="list-style-type: none"> <li>• Setting up Electronic Point of Sales Equipment of each departing aircraft.</li> <li>• Provide any items requested by the Cabin Crew.</li> <li>• Provide Ice &amp; Hot Water to aircraft requiring this.</li> <li>• Re-Stocking Trolleys &amp; Boxes.</li> <li>• Keeping Stock records on a computer system.</li> <li>• Accepting stock from suppliers and accounted for and stock rotated accordingly.</li> <li>• Maintain a cleanliness of Stores area and equipment.</li> <li>• Meet every aircraft inbound (turnarounds) providing ICE, ensuring they have adequate supplies onboard and removing bin waste. (Also monitoring cleanliness of aircraft to ensure that they meet the required standard)</li> <li>• Undertake stock checking in vehicles.</li> <li>• Identify when stock is low and advise Manager at earliest opportunity.</li> <li>• Highlight where further support or action is required by the Evening shift or to Cabin Crew on duty.</li> <li>• Work closely with Casual Employees in the absence of a Supervisor or Manager (To allocate responsibilities and ensure standards are met)</li> <li>• Drive and Operate heavy machinery.</li> <li>• Assist with PRM's.</li> <li>• Always follow Health &amp; Safety Procedures.</li> <li>• Always follow Aurigny's Standard Operating Procedures.</li> </ul>



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### **Responsibilities:** (LATES) 10:30 – 22:30 (Are as above, with additional requirements)

- Meet the final flights of the day, replacing all Stock Trolleys and Boxes onboard and that there are adequate supplies onboard.
- Uplift Potable Water onto all aircraft.
- Ensure all replaced stock is ready for replenishment for morning shift.
- Ensuring aircraft cleanliness is up to standard.
- Making sure Stock rooms are secure and locked.

### **Skills/Experience:**

- Be well organised with good attention to detail.
- Be proactive in approach to all responsibilities with ability to work on own initiative and to specific deadlines.
- Ability to recognise and deal with challenges promptly and efficiently.
- Demonstrate good written and spoken English.
- Demonstrate qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility.
- Flexible approach to working hours and tasks, as necessary.
- Ability to use different equipment.
- Have basic Computer Skills.

### **Professional and/or regulatory requirements:**

- Must be able to provide 5 Years full referencing history.
- A Basic Police Clearance Certificate (deemed satisfactory to Aurigny).
- Must hold a Full (Clean) Driving License.
- Must adhere to Company Uniform requirements.
- Must adhere to Airport Regulations whilst working as an Aurigny employee.

### **Benefits:**

- Pension Scheme
- Health Scheme
- Concessionary Travel
- Provided Company Uniform
- Company allocated parking



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**All about you:** Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company.

### **PROUD OF YOU PROUD OF OUR AIRLINE**

*Our **PEOPLE** have the potential to achieve, to soar higher and further than they believed possible.*

*Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.*

*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.*

*We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do.*

*We are prepared to go the extra mile to **DELIVER** a service to our customers that we are **PROUD** of.*