



**JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES**

<b>Role Title:</b>	Security, Ground Training and Standards officer
<b>Location:</b>	Guernsey
<b>Reports To:</b>	Ground Training Manager
<b>Hours:</b>	Predominantly MON – FRI 0900 – 1730 (1-hour lunch). (Weekends will be required to work when the business requires training) <b>Flexibility is a must.</b>
<b>Role Purpose:</b>	
<p>Working under the supervision of the Ground Training Manager the post holder will be responsible for designing and delivering training in accordance with the company’s procedures and the external governing bodies.</p> <p>Possessing experience from within a training environment, you will also hold a train the trainer qualification or level 3 Award in Training and Education. Exposure to all areas of the business is preferred but not essential as full training will be given.</p> <p>The applicant will also deliver de-ice training and monthly refresh training to the ground staff.</p>	
<b>Key Accountabilities:</b>	
<ol style="list-style-type: none"> <li>1. Design and deliver training in agreement with the Ground Training Manager.</li> <li>2. The Security and Ground Trainer will be required to communicate efficiently with the Security Manager regarding security related training. The Security and Ground Trainer will also be required to comply with Quality Assurance framework and reporting to the Quality officer.</li> <li>3. Deliver training to other stations as required by the business – this could be at very short notice. This could include overnight stays where required by the business.</li> <li>4. Identify changes to legislation and update training as required.</li> <li>5. Maintain training records and review on regular basis.</li> <li>6. Is required to use and operate all communication and computer systems available.</li> <li>7. Is required to ensure that all activities are carried out in a safe and legal manner, with particular reference to ramp procedures.</li> <li>8. Is expected to demonstrate knowledge and awareness of Company procedures with regards to aircraft handling and dispatch, in particular the specific aircraft restrictions as laid down in the various Aircraft Handling Manuals.</li> <li>9. Undertakes all duties as allocated by Ground Handling Duty Officer or other designated official.</li> <li>10. Contacts with other carriers and airport authorities in the normal course of duties.</li> <li>11. Liaise with Operational &amp; Senior Managers regarding training issues, set monthly training plans &amp; employee focus lists.</li> <li>12. Produce monthly training reports and attend/present monthly training meetings.</li> <li>13. Responsible for the preparing, tailoring and facilitation of all levels of training programs from new employee orientation to annual refreshers (health &amp; safety, customer service and standards training, technical on the job training, supervisory skill)</li> <li>14. Audit areas of the business to ensure standards &amp; training gaps are identified.</li> <li>15. Trained to be a De-Icing Instructor (DI/L40) and deliver training to ground staff and in the summer months keep staff trained and updated on procedures.</li> </ol>	



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### Essential Skills/Experience:

- Be proactive in approach to all responsibilities with ability to work on own initiative and to specific deadlines
- Be well organised with good attention to detail
- Ability to recognise and deal with challenges promptly and efficiently
- Demonstrates qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility.
- Proven ability to work under pressure and to tight deadlines.
- Excellent interpersonal and communication skills.
- Flexible approach to working hours as necessary.
- Have an ability to implement and adapt to change.
- Demonstrate good communication skills.
- Ability to present courses in a classroom. This could also be to senior managers within the business.
- Calm understanding personality with the ability deal with questions in a pressurised environment.
- Proactively think and review new policies and procedures.
- Proficient in office software.
- Be Self Motivated.
- Ability to meet strict deadlines.
- Must hold valid Guernsey or UK driving licence.

### Professional and/or regulatory requirements:

- Required to take a CTC – Counter Terrorism Check.
- Able to obtain 5 year history.
- Undertake additional Security Courses as required.

**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.*