

JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Ramp Agent / Aircraft De-Icer
Location:	Guernsey Airport
Reports To:	Duty Manager
Hours:	Shift System 37.5 hours per week 6 on 3 off
Role Purpose: The aircraft ramp operators are responsible to their Dispatcher/Ramp Supervisor/Duty Manager for carrying out their duties in accordance with Company procedures. To provide an attentive and thorough de-icing service to Aurigny and contracted customers during winter months.	
The Role: <ul style="list-style-type: none"> • Aircraft pre-arrival checks – attending the ramp on time, adopting behaviour/dress code, vehicle checks and stand checks. • Arrival checks – aircraft shutdown procedures, safety equipment, vehicle procedures. • Offloading process – Vehicle procedures, safety procedures, aircraft procedures, passenger handling procedures, baggage procedures. • Loading process – Vehicle procedures, safety procedures, aircraft procedures, passenger handling procedures, baggage procedures. • Pre-department process – Aircraft procedures and walk around checks, emergency/reporting procedures. • Start-up process – aircraft procedures, emergency/reporting procedures. Headset and Pushback operators. • Ensuring attention to detail and safe application of De-Ice fluid to aircraft. • Strive to meet deadlines with the company's set PTS – Precision Time Schedule plan and achieve OTP – On Time Performance. • Ensure record keeping and safety checks for de-icing are carried out in accordance with Aurigny procedures and industry regulations. 	
Essential Skills/Experience: <ul style="list-style-type: none"> • Be well organised with good attention to detail. • Ability to work as a team with clear communication skills. Clear understanding/speaking of the English language is a must. • Ability to work at heights and operate Hi-lift equipment. • 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. 	



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- 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

Desirable Skills/Experience:

- Experience with Large Vehicles i.e. Vans, Forklift, HGV Vehicles
- Good level of Numeracy and clear handwriting
- Ability to work from heights

Professional and/or regulatory requirements:

- Clear Police check
- Full Driving Licence – Category B Licence
- Full 5 year history in order to obtain an airside pass
- References covering 5 years

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.*