

Role Title:	In-Flight Supplies Supervisor
Location:	Guernsey Airport (Airside Stores)
Reports To:	Product, Compliance & Warehouse Manager
Hours:	Rolling Roster – Four Days ON / Four Days Off
<p>Role Purpose:</p> <p>The In-Flight Supplies Supervisor Position involves maintaining the In-Flight Supplies Warehouse and its operations to and from the aircraft. This involves making sure the aircrafts are stocked with all sellable goods and making sure the Aurigny aircraft fleet is in a clean and presentable condition.</p> <p>Responsibilities include supervising team members to ensure the best possible service is delivered to the aircraft for Aurigny's customers with maintaining compliance with regulatory requirements, policies and procedures at all times.</p>	
<p>The Role: All Duties below will be trained onsite.</p> <ul style="list-style-type: none"> • Setting up Electronic Point of Sales Equipment of each departing aircraft. • Provide any items requested by the Cabin Crew. • Provide Ice & Hot Water to aircraft requiring this. • Re-Stocking Trolleys & Boxes. • Securing In-Flight Supplies for Delivery. • Keeping Stock records on a Warehouse/Sales system. • Accepting stock from suppliers and accounted for and stock rotated accordingly. • Maintain a cleanliness of Stores area and equipment. • 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) • Swapping Trolleys and Boxes of stock from Store to Aircraft back to Store (some heavy lifting required). • Uplift Potable Water onto all aircraft. • Identify when stock is low and advise Manager at earliest opportunity. • Highlight where further support or action is required by the Evening shift or to Cabin Crew on duty. • Making sure Stock rooms are secure and locked when absent of staff. • Adequately allocate team members to tasks to ensure compliance with regulatory procedures. • Ensure a plan is met to meet cabin requirements for onboard sales. • Drive and operate heavy machinery. • Assist with PRM's. • Monitor Storage Facilities. • Manage staff issues including welfare, engagement, performance and discipline. 	

- Ensure that staff are properly equipped with personal protection and that it is used as appropriate.
- Conduct audits of all aspects of the department to ensure standards of work are consistently applied. Document results for trend analysis purposes.
- Conduct toilet water servicing as per the organisation's requirements (including third parties)
- Ensure Duty-Free stock is always maintained, and when required place orders in absence of the Product, Compliance & Warehouse Manager (with authorisation from the Station Manager)
- Instil a positive safety culture, including proactive and reactive reporting.
- Instil the organisation's vision and values to all employees.
- Always follow Health & Safety Procedures.
- Always follow In-Flight Supplies Security Programme.
- Always follow Aurigny's Standard Operating Procedures.

Essential 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.
- Warehouse Experience
- Ability to use Microsoft products.
- Proven history of good leadership.
- Ability to apply change management.

Desirable Skills/Experience

- Working in an aviation environment.
- Demonstrated history of working to targets.
- Demonstrated history of problem solving.
- Experience in running a warehouse.

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.

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.