

JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Ground Training Manager/DG Officer
Location:	Guernsey
Reports to:	Head of Ground Operations
Hours:	Predominantly MON – FRI 0900 – 1730 (1 Hour Lunch), Weekends when the business requires training. Flexibility is a must.
Role purpose. Working under the supervision of The Head of Ground Operations the post holder will be responsible for designing and delivering training in accordance with the company's procedures and the external governing bodies. Possessing experience from within a training environment, you will also hold a recognised training qualification to deliver airside training. Exposure to all areas of the business is preferred but not essential.	
Key Accountabilities: 1. Design and deliver training in agreement with the Head of Ground Operations 2. Deliver training to off-island locations as required by the business 3. Identify changes to legislation and update training as required 4. Maintain training records and review them regularly 5. Use and operate all communication and computer systems available. 6. Ensure that all activities are carried out safely and legally, with particular reference to ramp procedures. 7. Understand and Initiate action in respect of mishandled or damaged baggage or other payload. 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. 9. Work closely with the Station Managers to understand the changing needs of the business 10. Contact with other carriers and airport authorities in the normal course of duties. 11. Liaise with Operational & Senior Managers regarding training issues, set monthly training plans & employee focus lists 12. Produce monthly training reports. 13. Responsible for the preparing, tailoring and facilitation of all levels of training programs from new employee orientation to annual refreshers (health & safety, customer service and standards training, technical on-the-job training, supervisory skill) 14. Audit areas of the business to ensure standards & training gaps are identified 15. Ability to travel at the last minute, sometimes for prolonged periods 16. Cover shifts when operation is short, as required 17. Ensure Training Meetings are held weekly 18. Keep up to date with current Dangerous Goods Regulations 19. Ensure company material is up to date and relevant manuals are maintained 20. Ensure that IATA DG manuals are in date, including regulations, Workbooks and Table 2.3.A or equivalent 21. Be a contact point for the CAA and internal staff members for questions related to Carriage of Dangerous Goods by Air including providing support. 22. Support other areas of the business in training requirements	

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Skills and Experience:

- Be well organised with good attention to detail
- Be qualified to provide training (PTLLS Level required/Level 3 Award in Education)
- Be proactive in approach to all responsibilities with the ability to work on your initiative and to specific deadlines
- Excellent understanding of PC innovation, to develop training programme.
- 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 the ability to implement and adapt to change
- Demonstrate good communication skills
- Ability to present courses
- Calm understanding personality with the ability to deal with questions in a pressurized environment
- Proactively think and review new policies and procedures.
- Proficient in office software – particularly the use of work, PowerPoint, and Excel software
- Be Self Motivated
- Ability to meet strict deadlines
- Ability to apply problem-solving and initiatives to ensure the efficient running of the training department
- Qualified or in the process of gaining a CMI qualification in Management and Leadership

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.*