

Aurigny Air Services

Cabin Crew

Location: Guernsey Airport

Reports to: Cabin Crew Manager

Hours: 37.5 hours per week (rostered shifts)

About the Role

As a member of Aurigny's Cabin Crew, you are the face of our airline and a vital part of our safety-critical operation. You will play a key role in ensuring the safety, security and comfort of our passengers while delivering warm, professional and memorable customer service across our network.

You will work as part of a close-knit, highly trained team, representing Aurigny with pride and professionalism on every flight.

Safety is always our top priority, but we believe great service, teamwork and genuine care for our passengers is what truly sets us apart.

Key Responsibilities

Safety & Security

- Carry out all safety, security and emergency procedures in accordance with CAA regulations and Aurigny operating procedures
- Maintain full responsibility for cabin safety and passenger wellbeing throughout the flight
- Participate in pre-flight briefings and safety checks
- Respond calmly and effectively to abnormal and emergency situations

Customer Experience

- Deliver outstanding customer service, ensuring every passenger feels welcomed, cared for and valued
- Support passengers with additional needs, families, unaccompanied minors and nervous flyers
- Handle challenging situations with professionalism, empathy and confidence

Onboard Service

- Provide food, beverage and duty-free service to a high standard
- Promote and sell onboard products in line with company procedures
- Maintain accurate handling of onboard sales and stock

Team & Professional Standards

- Work collaboratively with flight deck and cabin crew colleagues as one team
- Act as a positive role model, representing Aurigny's brand, values and uniform standards
- Maintain excellent personal presentation and professional conduct at all times

Essential Skills & Behaviours

You will be someone who:

- Understands that safety and security are at the heart of aviation
- Is passionate about delivering exceptional customer service
- Enjoys working with people and creating positive passenger experiences
- Remains calm, focused and resilient under pressure
- Communicates clearly, confidently and professionally
- Shows respect for different cultures, backgrounds and individual needs
- Builds strong working relationships and thrives in a team environment
- Takes pride in representing Aurigny and our island community

Desirable Experience

- Previous customer-facing experience (aviation, hospitality, retail or similar)

Professional & Regulatory Requirements

- Aged 18 or over at the start of employment
- Fluent in spoken and written English
- Holder of a valid passport with the right to travel
- Ability to obtain an Enhanced Police Disclosure
- Provision of a verifiable five-year employment history
- Suitable references to obtain an Airside Pass
- Flexibility to work rostered shifts including early starts, late finishes, weekends and public holidays