

JOB SPECIFICATION

Role Title:	Senior Cabin Crew
Location:	Guernsey Airport
Reports To:	Cabin Crew Manager

Role Purpose:

Senior Cabin Crew members are responsible for supervising the cabin crew operating on the flight to ensure the delivery of a consistently high level of safety and customer services to all passengers. To present a caring and courteous manner to ensure that passengers have a first-class experience on Aurigny flights.

Key Accountabilities:

- Ensures full and up to date knowledge of the Aurigny Air Services product and all aspects of the job and duties, i.e. safety, first aid, security, service, procedures and customer service skills
- Give a comprehensive pre-flight briefing to all cabin crew members operating. Ensuring that uniform regulations are conformed with and correcting where necessary
- Is responsible to expedite service, PA, safety and security checks, passengers' first aid requirement and ensure passengers safety and comfort throughout the flight by ensuring continuous monitoring of the cabin
- Performing safety related duties as laid down in the company operations manual
- Maintaining discipline during the flight, ensuring cabin crew adhere to the in-flight procedures applicable to the aircraft type. Complying with the inflight service applicable to the route to be operated
- Liaising with the flight crew ensuring crew communications is effective and efficient
- Completing all necessary paperwork
- Managing the catering equipment once it has been loaded on board the aircraft
- Taking overall responsibility for the smooth running of the flight, complying with the inflight service applicable to the route being operated. Monitoring the service standards being achieved, correcting crew where necessary
- Motivating cabin crew and leading by example
- Provide constructive feedback to Aurigny Air Services management regarding the onboard product.
- Be professional always, particularly whilst in uniform, and behave in a manner as expected of an Aurigny employee, whether on base or away from base for flying duties. Ensuring that the image and reputation of Aurigny is always safeguarded.

Essential Requirements to hold the post of Senior Cabin Crew:

- One year's continuous experience as an operating cabin crew member
- 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
- 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
- Passion for continuous learning
- Ability to keep information confidential
- Have an ability to implement and adapt to change

Desirable Experience:

- Customer facing experience

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.*