

Aurigny Air Services

Ramp Supervisor

Introduction:

The aircraft Ramp Supervisor is responsible to the Duty Manager for carrying out their duties in accordance with Company procedures. The role of the Ramp Supervisor will be to oversee the ramp agents on each shift. To provide an attentive and thorough de-icing service to Aurigny and contracted customers during the winter months.

Reporting to: Station Manager

Location: Guernsey Airport

Main Duties:

- Managing the ramp agents, ensuring compliance with company procedures
- Identifying training needs and personal development requirements.
- 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, freight off-load.
- Loading process – Vehicle procedures, safety procedures, aircraft procedures, passenger handling procedures, baggage procedures.
- Pre-departure process – Aircraft procedures and walk around checks, emergency/reporting procedures.
- Start-up process – aircraft procedures, emergency/reporting procedures.
- Strive for On-Time Departures and enforce the Airlines PTS – Post Time Schedule
- Correct and Safe use of all GSE.
- To supervise/assist in new Ramp Agents' development according to company safety policies.
- Actively encourage Ramp Agents in the use of Centrik i.e Safety reports, Company memos, and Ground Ops Instructions.
- Ensure the correct and safe use of all company vehicles.
- Ensuring attention to detail and safe application of De-Ice fluid to aircraft.
- Ensure record-keeping and safety checks for de-icing are carried out in accordance with Aurigny procedures and industry regulations.

Skills and Attributes:

- Be well organised with good attention to detail.
- Have a proven record of staff management or an interest in developing the skills to undertake this role effectively.
- Be proactive in approach to all responsibilities with the ability to work on your 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.
- Flexible approach to working hours as necessary.

Professional and/or regulatory requirements:

- Clear Police check and driver's license
- Full 5-year history in order to obtain an airside pass
- Completion of satisfactory references

About you

Friendly, approachable, and 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 externally 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.