



JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Cabin Crew
Location:	Guernsey Airport
Reports To:	Aircrew Manager
Hours:	37.5 hours pw on a rostered shift
Role Purpose:	
Cabin Crew members will report to the Aircrew Manager and will be responsible for all security and safety related responsibilities on the aircraft.	
The Role:	
<ul style="list-style-type: none"> • Ensure operational safety, security and health and safety responsibilities are performed to the highest standards and are compliant with EASA/CAA and Aurigny Air Services requirements, and all relevant legislation • Participate in pre-flight briefings • Deliver excellent customer service, in line with our service standards and behaviours • Act as an Aurigny Air Services role model to crew, colleagues and passengers adhering to our uniform standards • Maintain a high level of personal appearance, presentation, and conduct • Build effective working relationships with colleagues to work as one team • Serve and sell beverages and duty free items 	
Competencies/Essential Skills:	
<ul style="list-style-type: none"> • Appreciate why the safety and security of our passengers is so important for Aurigny • Passionate about delivering service excellence every time • Genuinely enjoy passenger interactions and place the passenger at the heart of everything you do • Ability to confidentially deal with challenging and difficult circumstances and remain resilient throughout • Show respect and understanding for different cultures and backgrounds and treat everyone as an individual • Ability to build relationships with your colleagues in a professional way in order to deliver excellent customer service • Remain calm and focused under pressure and in emergencies 	
Desirable Skills/Experience:	
<ul style="list-style-type: none"> • Customer facing experience 	



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Professional and/or regulatory requirements:

- Aged 18 or over on commencement of employment
- Fluent in both spoken and written English
- Holder of a valid passport
- Provision of an Enhanced Police Disclosure
- Provision of a verifiable five year employment history
- References deemed suitable to Aurigny and the Airport Authorities (covering the previous 5 years) in order to obtain an Airside Pass
- Ability to work shifts which may include weekends and public holidays, along with early starts and late finishes

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.*