



JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Dispatcher
Location:	Guernsey Airport
Reports To:	Duty Manager
Hours:	Shift System 37.5 hours per week 6 on 3 off
Role Purpose:	
<p>Coordination of all functions required enabling the safe, on time departure of aircraft within their scheduled turnaround times in accordance with the Aurigny Air Services Ground Operations Manual or other airlines Ground Handling Manuals. To be part of a dynamic team in the day to day operations, responsible for ensuring the airline products are delivered consistently in line with service level standards set for both on time and station performance.</p>	
The Role:	
<ul style="list-style-type: none"> • Responsible for a safe, secure & correct aircraft arrival/departure from its parking stand to push back. This includes overseeing the safety of the entire operation on the ramp area, involving all staff and third parties. • Delivering high standards of On Time Performance (OTP) and ensuring that company timelines for turnarounds comply with the Time Precision Scale (PTS). • Comply with Directives as set by both DFT & CAA. • Coordinating the safe and timely delivery of all services to the aircraft at the request of the crew or engineers. • Responsible for ensuring that a FOD check has been completed before arrival and the aircraft guidance system is activated if safe to do so (If Applicable). • Responsible for the timely passing of information to the Load Control Department. • Foster and enhance the relationships between staff, the airport and contracted service providers to deliver outstanding customer service. • Responsible for ensuring airline products are delivered consistently to demanding service level standards and on time performance standards. • Challenge traditionalism within the airport, think out of the box and encourage innovative ideas from all staff. • Assisting with disruption management and communicating the status of the aircraft they are responsible for. • Assisting with Check-In and ensuring customers are checked in as per the Precision Time Scale. • To understand delay coding and use effectively passing any delays to the Load Control Department. • Local Ops and Load Control Oversight, including Loadsheets preparation. • You will read and sign the latest SOP's and memos. • Be Presentable/Neat and tidy at all times 	



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Essential Skills/Experience:

- You will be well organised, have meticulous attention to detail and accuracy, able to work on your initiative to specific deadlines, and can recognise and deal with challenges promptly and efficiently.
- You will have the ability to work within a pressurised environment being flexible to adapt to changing demands/circumstances.
- You will be a team player with strong interpersonal skills.
- You will have the ability to influence, negotiate and communicate effectively at all levels.
- Be well organised with good attention to detail.
- Be proactive in approach to all responsibilities with the ability to work on your 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 tight deadlines.
- Excellent interpersonal and communication skills.
- Flexible approach to working hours as necessary.

Desirable Skills/Experience:

- Basic IT Skills
- An interest in Aviation
- Good Numeracy Skills

Professional and/or regulatory requirements:

- Clear Police check and Drivers Licence
- Full 5 year History
- References

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.*