

Job Title: Aviation Services Agent

Accountable to: Aviation Services Supervisor

Job Purpose: Providing an efficient handling service to all customers of the Airport, including aircraft crews and other operational departments.

Key Duties and Responsibilities:

- To perform the daily dispatch, load control and FBO operation.
- To ensure a high level of customer service is provided to all passengers and crew.
- To ensure aircraft are handled and dispatched in compliance with all Regulatory, Airline, Company and Departmental policies and procedures.
- To co-ordinate all dispatch and ramp activities during the turnaround of passenger, freight and FBO aircraft ensuring this is done in accordance with all operator and local procedures (Turnaround Plan).
- To prepare load distribution and loading instruction reports for passenger and freight aircraft ensuring all parameters are adhered to.
- To perform or delegate passenger guidance ensuring safe movement on the apron.
- To keep all relevant parties fully informed of all aircraft movements via a flight schedule, FIDS, SITA, phone and email.
- To be competent in RT communication processes including the ground-to-air radio.
- To process handling requests and ensure the booking database is updated.
- To liaise with Airfield Operations to ensure efficient use of parking stands.
- Allocate the flights according to Dispatcher and FBO skill levels.
- To maintain an accurate log of aircraft movements and associated data.
- A basic knowledge of the Air Traffic Control system is required. For example, CFMU, slots and re-routes.
- A basic knowledge of weather is required. For example, decoding METARS and TAFS.
- To ensure appropriate crew briefings are available for all flight movements.
- To carry out the headset function during the push back process.
- To ensure accurate records are being kept. For example, station flight files and flight reports.
- To complete delay reports.
- To comply with company and Departmental uniform Regulations.
- To carry out Ground Handling Band 1 skills.
- There may be an opportunity to progress to the FBO fuel operation.
- To ensure maximum efficiencies within the operation, flexibility is essential. You will be required to assist in any area of Prestwick Aviation Services by multi-skilling to meet the needs of the business.

Contract: Permanent.

Hours: 40 per week, on a rotational shift pattern including night and weekend working.

Salary: £24,024 per annum (£11.55 per hour).