

Job Title: **Ground Handling Operative (Baggage Handling)**

Accountable to: Ground Handling Supervisor

Job Purpose: To provide the day to day operation of Ground Handling ensuring at all times passengers and airlines are provided with a high standard of customer care and service

Key Duties and Responsibilities:

- Load baggage trailers and other equipment with baggage at the baggage sortation area.
- Operate the Baggage Record Card reconciliation system as directed by DFT policy.
- Remove baggage from aircraft onto appropriate equipment and deliver to baggage reclaim area.
- Provide aircraft with all appropriate equipment and manpower
- Ensure parking stands are set up with appropriate equipment before aircraft arrive
- Ensure turnaround procedures are adhered to at all times and safety is paramount
- Carry out a visual check of vehicles and report any defects Motor Transport through the online reporting system
- Ensure all vehicles are operated in a safe and compliant manner on the apron and other operational areas adhering to airside driving regulations.
- Ensure all vehicles are fuelled or put on charge for next day's operations.
- Provide a handling service to P.R.M passengers by the operation of Ambulift /avi-ramp
- Ensure that a high level of customer service is provided to all passengers and airlines.
- Comply with all customer procedures to guarantee flight safety
- Provide passenger guidance
- Assist in other departments as and when operationally required
- Follow Airport Policy and Procedures including specific Airline policies
- Ensure read and sign are completed in a timely manner
- Ensure fully compliant in all required Training (**ASAT,GSAT,FSAT,D/G, baggage reconciliation**)
- DDA compliant
- Housekeeping - ensure rest area kept clear and clean
- Ensure backdoor area is kept clean and clear from FOD at all times.
- To ensure Accident/Incident reporting procedures are followed.
- Comply with employee responsibilities to Health & Safety regulations

Contract: Fixed Term (February – October 25).

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

Salary: £11.55 per hour, for all hours worked.