

JOB DESCRIPTION

JOB TITLE: GENERAL AGENT (BACK OF HOUSE)

LOCATION: GATWICK AIRPORT

REPORTING TO: Dave Raey

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

- To provide support across predominately airside operations, however you must be able to be fully flexible and work where required.
- Responsible for physical loading and offloading the aircraft including working in the hold, manually or using GSE.
- Responsible for baggage build and logistics.
- Deliver customer luggage to the reclaim area in whilst meeting set SLA's and identifying opportunities to reduce baggage delivery times
- Drive and/or operate ground support equipment which may include pushback tugs, Electric baggage tugs, baggage carts, aircraft steps, baggage belt loaders, aircraft ground power units, tow bars, and any other equipment as trained.
- Required to safely operate a range of ground servicing equipment, including pushback tugs, toilet & water bowsers.
- Aircraft cleaning/security/aircraft guarding (will be required to pass Counter Terrorist Check), driving airside vehicles, aircraft de-icing.
- Any other airside (or landside) operational role.

- Ensure that all communication has been read and understood and works together with Senior Agents, Supervisors and other departments to ensure a smooth operation on the day.
- You will find yourself working as part of a team or placed within other stakeholder teams to support various operations.
- Maintaining the highest standards of safety and security at all times.
- Assist and liaise with all relevant teams to best manage disruption and business recovery.
- Have a high level of professionalism when working alongside colleagues, customer airlines and passengers.
- Ensure that the best possible customer service is applied to all airlines customers and ensure highly professional communication to airline staff and crews.
- Ensuring that we are providing the best service delivery for our customer airlines.
- You will need to hold a valid driving licence (with 3 points or less) to obtain an airside driving permit. You will be trained to operate airside vehicles as appropriate.
- Any other reasonable requests made by management.

Person Specification:

- Team working
- Multi-tasking
- Attention to detail
- Punctuality
- Good at working under pressure
- Ability to solve problems

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.