

Job Description

Aircraft Refueling Operator (Fix Term)

Company – Norwich Airport

Department – Fuel Services

Location – Norwich Airport

Role Reports to – Fuel Services Operations Manager

Job summary

Aircraft Refuellers are responsible for the delivery of aviation fuels to all aircraft using the airport and for the acceptance of bulk fuel delivery into the airport. They are also responsible for stock control and the ordering of fuel and the maintenance and retention of the fuelling equipment. Aircraft Refuellers are required to ensure high levels of quality control and maintain records as required by the regulatory authorities. They also liaise with other airport staff and aircraft operators in respect of all fuel matters.

KEY TASKS

- Always comply with JIG aircraft fuel handling procedures and HSE protocols, along with Norwich Airport operating procedures.
- Ensure a high standard and prompt response to customer requirements and deadlines utilising excellent communication within the Fuel Team, Norwich Airport team and airport tenants.
- Control stock and ordering of bulk fuel, receiving, sampling, and accepting bulk fuel deliveries to the airport.
- Ensure a high level of quality control is maintained on all storage tanks, vehicles, and fuel products, as required by the regulatory authorities.
- Load airport fuel bowsers and dispense fuel into aircraft ranging from light piston aircraft, offshore helicopters, business aviation, up to the larger holiday destination jets.
- Keep and maintain records of the fuel storage and supply, and all associated vehicles and tanks, including daily, weekly, and monthly accounting for all fuel sales, transfers, and deliveries.
- Ensure that all provisions of the Health and Safety at Work Act, CAA, JIG and Norwich Airport procedures are fully complied with.
- Handle forms of payment for the supply of fuel.
- Carry out any reasonable task requested.

Job requirements and responsibilities

Communication

- Excellent communication skills.
- Ability to communicate critical and/or complex information under demanding conditions and in accordance with Health and Safety Requirements, JIG and CAA regulations.
- Ability to communicate in a diplomatic, tactful, and courteous manner with people of all levels of seniority, in the most appropriate format (both written and verbally).

Service delivery

- Always demonstrates absolute discretion to protect the customers privacy.
- Demonstrable delivery of a professional standard of customer service.
- Ability to follow procedures and directions in an accurate, safe, and timely manner.

Planning and organisation

- Ability to manage a demanding workload with conflicting priorities
- Meets deadlines, sets realistic goals. Plans to meet future goals, tracks personal progress, and takes remedial action.
- Follows instructions and procedures, works in a systematic and methodical way.

Teamwork, motivation, and development

- Demonstrable ability to provide a proactive contribution to a team that operates in a busy environment.
- Upholds ethics and Norwich Airport values.
- A flexibility and willingness to accept a wide range of tasks.
- Works with clear focus, able to engage and motivate others.
- Sets appropriate standards of behaviour and appearance.
- Produces new ideas and a range of solutions to problems.
- Learns from success or failure, presents compelling vision for the future, embraces, and demonstrates personal and team development.

Initiative and problem solving

- Ability to recognise when a problem should be escalated.
- Makes good decisions which demonstrate clear and safe thinking.
- Quick learner with the ability to retain knowledge.
- Flexibility and copes well with change. Will be confident to adjust work processes and procedures when necessary, looks for ways to improve working methods, responds well to being asked to do different tasks or to do things in a different way.

Work Environment

- Ability to work with hazardous materials within a dangerous environment.
- Maintain a duty of care to self and others in ensuring health and safety is always maintained within the working environment.
- Maintain a very high level of control standards and housekeeping at all times.
- Be pro-active in preventing any incidents occurring and report occurrences immediately using the company's OSHENS reporting mechanism.

Skills, qualifications, and expertise

Working as part of a small team, you will be a self-motivated team player who is prepared to be flexible, but you will also be comfortable working on your own. You will be able to work within strict safety procedures and guidelines. You will be confident in making decisions and dealing with a wide range of challenges, whilst ensuring safety is always upheld.

You will enjoy meeting a wide variety of people and delivering professional customer service.

Key competencies required

- Must hold a full UK HGV licence.
- Must be able to work with and operate heavy refuelling equipment.
- Must pass a Criminal Record Check and maintain for the duration of employment.

Key competencies desired

- IT skills in Word, Excel, PowerPoint, and Outlook.
- Previous aviation fuel experience.