

Job Description

POSITION: PRM & Ground Handling Assistant
DEPARTMENT: Airside Services
REPORTING TO: Ground Handling & Safety Manager
HOURS: 16 – 20 hrs per week roles

Additional Hours may be available for suitable candidates.

MAIN SCOPE & FUNCTION OF JOB:

Provide customer service support to Passengers with Reduced Mobility (PRM) ensuring safe transit throughout the airport. Perform Ground Handling functions, including meeting & boarding flights, baggage, processing, and reconciliation.

KEY DUTIES and RESPONSIBILITIES:

- Provide high-level customer service support to PRMs throughout the airport; both departing and arriving passengers, always ensuring safe transit.
- Facilitate 'familiarisation' visits and open days for PRM and persons with hidden disabilities, such as autism, dementia, sight, and hearing loss prior to travel to assist with their visit for travel.
- Drive vehicles to support the PRM product and other Ground Handling tasks.
- Recording data relevant to the PRM product, providing statistical information to regulatory bodies.
- Assist with meeting and boarding flights for all passengers, providing safety oversight of each task.
- Assist with Ground Handling duties, including aircraft turnaround procedures, equipment placement and removal, baggage processing, baggage sorting and baggage reconciliation.
- General workplace cleaning and tidying of work areas as requested by senior staff.
- Assist with aircraft catering on turnarounds.

REQUIREMENTS

- Highly motivated and organised.
- Good basic standard of education (English and Maths)
- Sound level of ability of IT systems used at NAL (Microsoft Word and Excel).
- Sound knowledge of CAA and EASA regulatory requirements relating to PRM
- Experience with safety responsibilities within aviation an advantage.
- Customer Service experience.
- Outgoing and pleasant personality.
- Able to communicate effectively.
- Must be confident, assertive, adhere to strict deadlines and have ability to work under pressure.
- UK Driving License.