

Role Title:	Flight Supervisor
Reporting To:	FBO Station Manager
Location:	Global Trek Aviation (Cardiff) Jet Centre
Salary:	Competitive

Job purpose	<p>To provide the highest level of VIP customer service to passengers, crews and guests at ALL times.</p> <p>To perform operational and administrative duties to facilitate the smooth running and operation of the company.</p> <p>To perform and coordinate all ramp/apron services provided by the company to customers in a safe and efficient manner at all times including security duties.</p> <p>To be the face of the company and meet and greet customers. Awareness of clients' needs and demonstrate a proactive approach intuitively.</p> <p>To perform Aviation fuelling functions in accordance with local rules, company policies and regulations. Process daily fuel reconciliation.</p> <p>To safely operate, inspect and record all ground support equipment in accordance with local airport rules and company policies.</p> <p>Overall, to ensure that the customers experience is high and to do so in an efficient and safe manner at all times.</p> <p>To oversee and supervise the Operation and assist where necessary.</p>
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KEY RESPONSIBILITIES:

1. To ensure the safety and welfare of themselves at all times and that other others. To fully comply with the Health and Safety at Work Act 1974.
2. All Operational and Administrative duties including creating and monitor staff rosters.
3. All apron services and ramp duties (where trained to do so).
4. Proficient personal computer skills including e-mail, record keeping, routine database activity, word processing, spread sheets etc. - All customer service duties.
5. Aviation Fuel Management duties. (Including Quality control and into plane delivery)
6. The safe Operation, Inspection, daily checks and routine maintenance of all company GSE.
7. To provide the highest level of customer service to all clients at all times.
8. Ensure the Business Development activities are undertaken by the team and monitor correspondence. in respect to this activity and provide timely response to clients.
9. Ensure General Housekeeping is done in all areas.
10. To ensure the high standards expected are maintained by the employee in all areas. Maintain the Global Trek Aviation brand standards in all you do.

KEY ELEMENTS OF THE ROLE:

1. The role incorporates every element of the service the company provides to its clients on a regular basis. Specific methods and expectations on undertaking the above responsibilities can be found in the company Station Operations Manual (SOM) and associated Standard Operating Procedures (SOP).
2. The company procedures and SOPs are regularly reviewed and refreshed to take into account new legislation or industry best practices. It is expected that all staff maintain the standards detailed within these manuals.
3. Performance will be reviewed and training or support given to meet the standards.
4. Administration and Operational duties include to coordinate incoming communications: telephone, e-mail, radio etc, acknowledge and accurately process handling requests, coordinating all services, PPRs etc and requests for third party suppliers; always maintaining close communication with the customer. Monitor performance of the team and report to manager any concerns.
5. Compile and/or file flight plans into the Rocketroute system for customers. Create a flight package for departing crew including METAR/TAF/NOTAMS/NAT TRACKS etc. Liaise with flight planning companies and CFMU to ensure that flight plan times routings meet the locally accepted protocol and all paperwork received passed to the operating crew in a timely manner.
6. To comply with UKBF, customs and Special Branch and Police Ports unit procedures. Ensure all flight updates are processed accordingly and efficiently, communicating with the customer in response to the update.
7. Duties described as Apron services include ensuring that company Ground Support Equipment is safe, suitable and serviceable for use. Reporting of defective GSE to the manager and removal of GSE from service if deemed appropriate to do so. The operation of all company Ground Support Equipment (GSE).
8. Ensure that aircraft wheel chocking and use of safety cones for all customer aircraft are in line with Airport and company procedures at all times.
9. Aviation fuel handling includes daily sampling as part of the quality control measures, fuel paperwork and stock record keeping, emergency action plans, housekeeping, safety inspections and aircraft delivery both pressure and overwing. Bulk loading of fuel delivery from fuel farm, tanker-to-tanker bridging activities and environmental spill clean up in the event of a spillage in line with company and local Airport procedures.
10. Fleet washing and inspections per company policies to be carried out ensuring the company image is kept high at all times.
11. General housekeeping and company standards have to maintained to a high standard at all times. Cleanliness, tidiness and condition of equipment, vehicles and facility is the responsibility of everyone.
12. To successfully complete training where it deemed beneficial for both the employee and company.
13. To follow management instruction for the beneficial, safe and efficient running of the operation.

PERSON SPECIFICATION

Essential

1. Excellent VIP customer service understanding and skills with excellent communication skills both verbal and written. Ability to interact with professionalism and discretion with high profile clients.
2. Must be able to work independently and problem solve when issues arise.
3. A positive attitude and demeanour. Helpful, flexible and a willing attitude to work as part of a team.
4. Experience of flight planning.
5. Discretion at all times and the ability to work under pressure.
6. Full driving licence and ability to obtain and keep an Airport Security ID.
7. Manual dexterity and physically fit.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by staff assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed, which are deemed fair and reasonable in the interest of the company.