

# Load Controller

## London Heathrow - Operations

Vacancies have arisen for a Load Controller, based within our Operations department at LHR

### Experience

- ✔ A good working knowledge of airport operations with experience in the same role is essential
- ✔ Aircraft full weight and balance and turnaround coordination experience essential.

### Desirable Skills

- ✔ Ability to motivate staff in a highly demanding environment, make decisions and communicate both orally and in writing to a high standard
- ✔ Ability to work to tight deadlines, on own initiative and under pressure
- ✔ Computer literate
- ✔ Attention to detail
- ✔ Good numerical skills,
- ✔ Team player,
- ✔ Service oriented.
- ✔ Safety Driven

### Key Tasks

- ✔ Co-ordinating all the services that attend an aircraft to prepare for its next flight, e.g. caterers, fuellers, cleaners, baggage loading, de-icing
- ✔ To document all key stage timings during the departure process
- ✔ To ensure the correct flight file/AAA paperwork is filed in a format for auditing by both Airline and DFT
- ✔ Liaison with Airline Flight Deck and Crews, Passenger Services staff and other Airport Personnel
- ✔ To advise the Ramp team of any special requests from the airline i.e. short MCT, etc
- ✔ Load planning, weight and balance (training will be provided)
- ✔ To monitor the under wing activity and offload processes and reports to be completed in an auditable process. All safety procedures to be complied with
- ✔ Prior to the loading of the aircraft ensure all service providers adhere to safe working practices
- ✔ To provide good communication to all departments and service providers during both arrival and departure process
- ✔ To co-ordinate and ensure 3rd party engagements are compliant as per their PTS (precision time schedule)
- ✔ To document any deviations or changes are documented and communicated and at all times the correct information is being used
- ✔ Upon completion of the flight, all loading information to be sent/scanned to relevant airlines CLP, for CPM/LDM production
- ✔ To assist with any other duties to ensure on time departures and the provision of service levels
- ✔ To undertake any other reasonable duties as required by Management.
- ✔ A flexible approach (working hours, etc) to incorporate variable shift patterns.
- ✔ Safety driven

### Hours of work:

- ✔ 40 hours on a rotating shift roster to suit the Business Operation, flexibility is essential.

If you believe you have the drive and enthusiasm required, apply in writing with an up to date CV and covering letter advising why you are suitable for this position to:

Joanne Rackley, Room 2513, Southwing Office, Terminal Three, Heathrow Airport, TW6 1AA  
Email [joanne.rackley@dnata.co.uk](mailto:joanne.rackley@dnata.co.uk)

Successful applicants will be shortlisted for interview, and must have the legal right to work in the UK  
Internal candidates - please ensure you have informed your manager of your application

**Closing date 16<sup>th</sup> September 2018**

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