

Baggage Facilities Agent

Lost & Found

A development opportunity has arisen for a Baggage Facilities Agent, based within our Lost & Found department at LHR,

Experience

- Previous experience of working within a customer orientated airport environment is essential.
- Knowledge of computer check-in systems is desirable.

Desirable Skills

- Operational knowledge of World Tracer preferred but not essential
- Excellent administrative skills in order to instigate and process the relevant paperwork including the use of the World Tracer computerised tracing system.
- Excellent communication skills both verbal and written.
- The ability to communicate at all levels and establish good working relationships with staff.
- Awareness of Health & Safety regulations
- Ability to work to within tight deadlines and with appropriate attention to detail.
- Absolute discretion and confidentiality
- A good team player but capable of individual action
- Customer focused, with the ability to remain calm under pressure
- Competent and conscientious
- a flexible approach (working hours, etc)
- A full clean driving licence.
- Safety driven
- Comply with Health and Safety at Work act.
- To undertake any other duties as required by management, commensurate with the grade of the post
- Promote at all times the Vision, Mission, Values of dnata.

Key Tasks

- Assisting passengers with baggage enquiries as well as answering phone enquiries
- Organise the delivery of bags
- Re-flight missed bags
- Re-route / rush bags.
- Attending to customer complaints and queries, at all times representing the customer airline.
- To maintain a safe working environment and to ensure any unsafe equipment or acts are reported and dealt with
- To comply with Department For Transport regulations
- To comply with Airport Authority Bylaws and Regulations.
- Ability to maintain Health & Safety standards
- Use of World Tracer
- Ensure compliance with CAA regulations and airport authority byelaws
- Comply with Health and Safety at Work act.
- To undertake any other duties as required by management, commensurate with the grade of the post

Hours of work:

- 37.5 hours per week – various shifts.
- Flexibility is required in accordance with the Business Operation.

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:

Gary Parker , Room 2513, Southwing Office Block, Terminal Three, Heathrow Airport, Hounslow, Middlesex TW6 1AA
Email : gary.parker@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: 01st January 2018

dnata Ltd is an equal opportunities employer

