

# Transport Support Assistant

## Transport Division - LHR

A vacancy has arisen for a Transport Support Assistant, based at our Transport facility within LHR

### Experience

- The applicants should have experience of working in a fast moving challenging environment, with experience of providing the highest level of customer service, whilst working under pressure to meet operational deadlines

### Desirable Skills

- Basic Operational processes and procedures
- Working Knowledge of transport fleet, and airside handling environment
- Production of accurate trim sheets
- Basic knowledge of WTD and drivers hours regulations
- Fully conversant with TBase system, and ACDM system
- Safety driven

### Key Tasks

- Liaise with customers in a polite and efficient manner
- Accurate data entry into Transport Allocating systems, and support the Allocator group providing basic cover as and when required
- Maintain all transport filing systems to a high standard
- Maintain Uniform database and PPE stock levels
- Maintain good levels of communication to Allocator/s, Supervisor/s and management team.
- Assist with operational tasks including truck trim preparation
- Liaise with customers and departmental service providers
- Ensure the correct flow of information from drivers and allocators to Ramp team leader
- Liaise with all transport third party customers/providers
- Prioritise workload and action accordingly and support Transport colleagues as required
- Create and update records on Transport Allocating system and spreadsheets
- Update filing as necessary, and maintain Computer database
- Undertake any other duties as required by Management
- To promote at all times the Vision Mission Values of dnata
- Work as part of the larger transport management team within transport, sharing knowledge and supporting transport colleagues for the benefit of the operation and company
- Comply with all Company Procedures and Instructions from supervisors/managers as necessary
- Promote good team working and 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

### Hours of work:

- 42 hours per week
- The job holder must have a flexible approach to working variable shift patterns

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:

Caroline Pruden, HR Department, Lancaster House, Northumberland Close, Stanwell, Middlesex TW19 7LN  
Caroline.pruden@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:**

**Friday 10 November 2017**

dnata Ltd is an equal opportunities employer

