

Cargo Business Manager

Cargo Heathrow & Gatwick

Vacancies have arisen for a Cargo Business Manager to be based at our Cargo facilities within London Heathrow and Gatwick. The role holder will be responsible for the day to day operations of Cargo Services in meeting the service standards, safety standards and procedures, and security of operations. The CBM will also ensure airline requirements and SLA's are met whilst complying with rules and regulations of local authorities.

Experience

- ✔ Extensive experience in cargo handling, and some senior level management experience
- ✔ In depth knowledge of cargo handling procedures, safety regulations, security processes, and airport emergency & accident processes
- ✔ Good knowledge of cargo/airport communication systems and conversant with aviation technology
- ✔ Proven experience of staff development and driving change

Desirable Skills

- ✔ Safety driven
- ✔ Effective communicator with strong interpersonal skills
- ✔ Leadership
- ✔ Strategic Thinking
- ✔ Financial Planning
- ✔ People and change management
- ✔ Negotiation and Influencing
- ✔ Decision making and problem solving

Key Tasks

- ✔ Ensure cargo operations deliver service excellence in a safe and secure manner whilst meeting financial targets
- ✔ Manage cargo operations processes in compliance with airline service standards and local regulatory requirements
- ✔ Review and formulate work procedures and instructions for the secure handling of cargo
- ✔ Meet KPI targets of the department
- ✔ Monitor SLA's and seek ways to improve performance
- ✔ Enforce safety and security requirements within the cargo department and take appropriate corrective actions on violations or unsafe practises
- ✔ Plan and delegate airline customer account responsibilities to executives for key airlines
- ✔ Active involvement in yearly budget as well as responsibility for department P&L
- ✔ Encourage staff engagement and participation in service and productivity improvement
- ✔ Liaise with training department regarding training needs and scheduling of staff training
- ✔ Investigate incidents or non-conformity in the department and recommend/implement preventive and corrective action.
- ✔ 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

Hours of work:

- ✔ Standard 37.5 hour week however working hours necessary to fulfil role

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:

HR Department Cargo & Transport, Lancaster House, Northumberland Close, Stanwell, Middlesex, TW19 7LN
Email: emma.howell@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: 23rd January 2018

dnata Ltd is an equal opportunities employer

