

# Ramp & Baggage Team Supervisors

## London Heathrow Airport

Vacancies have arisen for Ramp/Baggage Team Supervisor's, based within our Heathrow operation

### Experience & Essential Skills

- ✔ Good working knowledge of the Ramp operation is essential
- ✔ Driving Licence
- ✔ Able to obtain an Airside Driving Permit

### Desirable Skills

- ✔ Coaching / Mentoring
- ✔ Decision making and problem solving
- ✔ Excellent communication / interpersonal
- ✔ People, change and financial Management
- ✔ Customer interaction
- ✔ Negotiation and influencing
- ✔ Motivator
- ✔ Safety Driven

### Key Tasks

- ✔ First step of management ladder in Ramp & Baggage – the backbone of the operation for ensuring aircraft are loaded/unloaded and baggage is handled safely and effectively
- ✔ Responsible for the loading, unloading & baggage product of the aircraft and completion of all documentation pertaining to that aircraft
- ✔ The team supervisor is a manager at all times – and not just for their part of the turnaround/baggage process
- ✔ To manage and oversee the unloading and loading process in accordance with company procedures and procedures as laid out within all airlines standard operating procedures
- ✔ The team supervisor is required to remain in attendance at all times to ensure that all procedure are carried out in a safe, secure and compliant manner
- ✔ It is mandatory requirement that a trained Team Supervisor must be assigned to every turnaround and baggage build
- ✔ In the event of personal and vehicle accidents maintain the integrity of the accident area, assist manager in initial investigation
- ✔ Know the objectives of the role and have a plan on how to achieve them
- ✔ Manage a committed team to achieving those objectives
- ✔ To oversee that the team behave in a safe and professional manner
- ✔ To offer leadership and guidance throughout the process, especially to junior staff – and especially in the crew rooms
- ✔ Helping each team member to give their best efforts ensure each team member performs to their maximum potential
- ✔ Ensure equipment care (especially EBT charging) to maximize equipment availability
- ✔ To undertake any other duties as required by management
- ✔ Promote at all times the Vision, Mission, Values of dnata

### Hours of work:

- ✔ 40 hours per week – Variable shift patterns
- ✔ 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:

Melanie Najem. Room 2513, Southwing Offices, Terminal 3, Heathrow Airport, Hounslow, Middlesex, TW6 AAA

Email: [melanie.najem@dnata.co.uk](mailto:melanie.najem@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: 30<sup>th</sup> November 2018**

dnata Ltd is an equal opportunities employer

