

VACANCY OPPORTUNITY

dnata

Full-Time Customer Service Supervisor

London Heathrow Airport – Terminal 2&3

The role is working in a fast-paced Customer Service environment at Heathrow Airport



Benefits

- Competitive salary
- Contributory Pension
- Free Parking
- Full workwear
- Modern facilities
- Free access to dnata Gym
- Cycle to work scheme
- Free access to Physiotherapy
- Eligible for Heathrow commuter discount card
- Eye-care Vouchers
- Internal Apprenticeships
- Opportunities for career progression

Job Requirements

- Previous experience working on check in systems is essential
- A good working knowledge of the check in operation is desirable
- Excellent communication/interpersonal skills
- A flexible approach (working hours, etc)
- Decision making and problem solving
- Leadership, Coaching and Motivating
- Negotiation and Influencing
- Safety driven with the ability to maintain a safe and secure working environment

Job Summary

- As customer service supervisor you will be supervising check-in and ensuring the smooth running of queues ensuring passengers are satisfied with the service provided. You will be monitoring flight closures, configuration changes, upgrades/downgrades, standby acceptance, seat plan management. You will be supervising the departure gates effectively and that sufficient staff is allocated to all departures and arrivals. You will be Involved in staff assessment process, local files commenting with positive feedback, ensuring staff complete incident reports correctly, progress reports, errors and advising and re-coaching when needed.

Daily staffing Levels set by the Duty Managers will be required and ensuring O/T is signed up to meet these requirements. You will undertake the staff allocation, monitoring of CSA reporting times, including monitoring of staff performance, providing guidance and support on company standards and procedures, the daily monitoring of uniform standards and punctuality.

Hours of work:

- 37.5 hours per week, rotating shift pattern to suit the Business Operation.
- The job holder must have a flexible approach to working variable shift patterns

Salary:

- Full-Time starting salary, circa £33,500 per annum, inclusive of allowances

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 and if you are applying for the full-time or part-time role to:

Email: Claire.Vella@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: 03 March 2023**

With you on board, we can help to achieve dnata's Vision, Mission and Values.

Our diverse, global teams have this vision at heart. Every day we're defining new levels of service for our customers. We do this by working closely with employees and suppliers, putting safety at the heart of everything we do. With your talent, passion and big ideas, and our industry-leading performance, we can flourish. We can be the world's most admired air services provider.

dnata Ltd is an equal opportunities employer

