



Airside Trainer – Passenger Services

Would you like to join our Ground Services Training Department ?



The role is working in a fast-paced 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
- Opportunities for career progression
- Eye-care Vouchers
- Internal Apprenticeships
- dnata exclusive Benefit Hub

Essential Experience & Skills

- Fluent spoken and written English
- Full UK/EU driving licence – minimum 1 year's driving experience
- Lost & Found Baggage experience, including World Tracer
- Basic computer/system skills
- Airport experience in a Passenger Services environment for a minimum of 6 months within the last 2 years
- Safety driven with the ability to maintain a safe and secure working environment
- Pre-employment checks - ability to achieve successful completion of the referencing (checkable 5 year employment/education history) and criminal record check procedures to meet dnata and CAA security regulations, and a satisfactory medical report.

Desirable Experience & Skills

- Previous experience in a training role
- Airline DCS Experience
- Coaching/Mentoring
- Decision making and problem solving
- People, change and financial management
- Time management
- Customer interaction
- Negotiation and influencing
- Ability to motivate self and others

Job Summary

- Delivering both mandatory and departmental specific training within a classroom and operational environment.
- Identify training needs for employees and address the gaps with the applicable training, in order to maintain the required training compliance levels.
- Keeping accurate training records on all employees.
- Liaising and communicating with the wider training teams throughout the UK and addressing any assistance where required.
- Supporting the technical author/s via ongoing evaluation of training material to ensure that they remain operationally relevant.
- Communicate completed training to the Operational Managers and Training Manager.
- Training to and complying with company process and procedures.
- Ensure compliance with CAA regulations and airport authority byelaws
- 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 one dnata

Hours of work:

- 40 hours per week – various shift patterns.
- Flexibility is required in accordance with the Business Operation.
- Based at Heathrow with a requirement to deliver training at Gatwick, with other UK locations from time to time as necessary.

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:

Email: matt.shea@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: Monday 4th March 2024

