

AIR TRAFFIC CONTROL ASSISTANT

April 2021

Company	Biggin Hill Airport Limited
Department	Air Traffic Control
Location	Biggin Hill
Role reports to	Head of Air Traffic Services
Line management responsibility	N/A

Job summary

Biggin Hill Airport is London's premier business airport and provides exemplary customer service to operators of corporate, private and charter aircraft from all over the world.

The role of an Air Traffic Services Assistant is a key position within the control tower and the successful candidate will be calm, professional and discreet at all times. The ideal candidate will be able to work well under pressure and demonstrate good problem-solving skills. The role involves rostered shifts to include weekends and bank holidays.

Our Air Traffic Services Assistants report to the Senior Air Traffic Services Assistant and the Head of Air Traffic Services. They will also receive guidance and supervision from the duty Air Traffic Control Officer (ATCO) on day-to-day instructions. They are required to assist the Air Traffic Control Officers in the execution of their duties to achieve the safe, orderly and expeditious flow of air traffic.

Job requirements and responsibilities

Communication	<ul style="list-style-type: none"> • Receiving and filtering of domestic telephone calls from internal and external customers • Receiving operational telephone calls including direct lines to emergency services • Maintain regular contact with other operational staff, particularly in the use of the Airport domestic radio network • Maintain liaison with other appropriate departments on the airfield – particularly fire service • Utilise the ground UHF radio in a clear and proficient manner
Service delivery and output	<ul style="list-style-type: none"> • Processing flight plan and flow information • Distributing airfield meteorological observations via the client system • Prepare half-hourly meteorological observations and maintain the ATCO's weather information board • Maintaining computer systems with pertinent information • Encode/decode NOTAMs and other aviation messages as required

AIR TRAFFIC CONTROL ASSISTANT

April 2021

	<ul style="list-style-type: none"> • Perform such other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility
Planning and organising	<ul style="list-style-type: none"> • Providing Area Control with engine start-up information • Accurately record aircraft movements using a computerised database • Ensure all operational paperwork is kept in a neat condition and correctly filed • Ensure the availability of adequate stocks of ATC stationery – reorder as necessary • Flexibility, responds and copes well with last minute change • Positive and pro-active outlook with ability to multi-task
Supporting and Co-operating	<ul style="list-style-type: none"> • Team work – works well with colleagues, helps other people out, consults others and listens to other people's point of view, shows empathy • Upholds ethics and company values

Skills, qualifications and expertise

Essential:

- Clear, concise diction of English language
- For the duration of employment, must hold a current clean Criminal Record Check

Desirable:

- Knowledge or experience of the aviation industry
- Possession of a full UK driving licence

Key competencies required

This role will suit someone who:

- will have strong organisational skills
- be articulate and able to multi-task
- possess excellent communication skills
- be enthusiastic and pro-active with a flexible outlook