

## RAMP SAFETY TEAM (RST)

October 2021

Company	<b>Biggin Hill Airport Limited</b>
Department	Ground Operations
Location	Biggin Hill Airport
Role reports to	Movement Safety Officer
Line management responsibility	N/A

### Vision and Values

#### Job summary

Biggin Hill Airport is London's premier business aviation airport and provides a high standard of customer service to all users of corporate, private and charter aircraft from all over the world. The role requires a motivated, team orientated individual who is able to bring results in a developing and challenging environment by working within the Ramp Safety Team to provide all ramp, hangar and associated services in order to meet our customer needs.

Demonstrating the Company values whilst fulfilling an essential operational role is key. This is a customer-focussed role and the job holder is expected to contribute to the seamless delivery of the operation, ensuring that all customers and colleagues have an exceptional experience at the airport.

London Biggin Hill Airport has a one-team approach and, although you will be working in the hangar and on the ramp, there will be times when you may be asked to help out in other areas to ensure that customer service is never compromised.

### Job requirements and responsibilities

Service Delivery	<ul style="list-style-type: none"> <li>• Ensure a safe and compliant operation</li> <li>• Through own behaviour, demonstrate commitment to the highest levels of customer service, ensuring the delivery of a professional and courteous service at all times</li> <li>• Respond to customer requirements in a timely manner</li> <li>• Ensure personal standards are maintained, dress and PPE are commensurate with a safe and professional image at all times</li> <li>• Demonstrate absolute discretion at all times to protect our customer's privacy</li> <li>• Communication with other airport teams to ensure seamless delivery of customer service</li> <li>• Ensure a high level of hangar cleanliness is maintained. Undertake minor maintenance tasks and report all defects to the Movement Safety Officer</li> </ul>
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	<ul style="list-style-type: none"> <li>• Provision of support where required during an airport emergency e.g. escorting emergency services and assisting with the passenger reception centre</li> <li>• Ensure the safe arrival/departure of aircraft from the ramp/hangar areas</li> <li>• Marshalling/chocking or removal of chocks prior to aircraft departure</li> <li>• Maintaining a chock free and tidy apron e.g. removal of waste bags from aircraft</li> <li>• Baggage handling – loading or unloading of baggage trolleys</li> <li>• Providing ground power servicing or aircraft engine start-ups (including air start)</li> <li>• Provision of aircraft lavatory servicing and potable water</li> <li>• Provision of air stairs or belt loader for larger aircraft</li> <li>• Follow me duties</li> <li>• Medical flights – provide assistance with patient lift offs</li> <li>• Aircraft towing and wing walking assistance</li> <li>• Use of headset</li> <li>• Provide assistance to members of the FBO team when required</li> <li>• Provision of relevant security duties when required including Level 1 or Level 2 security training</li> <li>• Aircraft anti/de-icing and snow clearing duties</li> <li>• Participate in the Passenger Evacuation Management System</li> </ul>
<p>Planning and organisation</p>	<ul style="list-style-type: none"> <li>• Meets deadlines and plans ahead for future requirements</li> <li>• Follows managerial instructions and Company procedures, in order to work in a systematic and methodical way</li> <li>• Proactively use the Company's computer systems to full effect</li> <li>• Ensure that all ramp related ground service equipment is checked according to Company procedures prior to use and that any defects are reported to the Movement Safety Officer</li> <li>• Deal with or escalate enquiries in a professional and timely manner</li> <li>• Adhere to the ramp training programme</li> </ul>
<p>Teamwork and motivation</p>	<ul style="list-style-type: none"> <li>• Uphold ethics and Company vision and values</li> <li>• Follow Company policy and procedures, including the Health and Safety at Work Act (1974) and DfT/EASA/CAA regulations</li> <li>• Engage in a one team ethos within the Ramp Safety Team and fellow colleagues from other departments. Helping others when required</li> </ul>
<p>Initiative, problem solving and decision making</p>	<ul style="list-style-type: none"> <li>• Work closely with Movement Safety Officer to park or tow aircraft in line with operational requirements and customer demand</li> </ul>

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Work environment	<ul style="list-style-type: none"> <li>• Ensure personal compliance with regulatory requirements, both internally and externally</li> <li>• Ensure personal training records and SMS requirements are up to date</li> <li>• Ensure all airside operational areas remain clear of Foreign Object Debris (FOD)</li> </ul>
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### Key performance indicators

- Compliance with regulatory requirements
- Feedback from internal and external customers
- Delivery of a first class customer experience
- Effective teamwork

### Key competencies - required

- Hold a current clean Criminal Record Check for the duration of employment
- Full UK driving licence
- IT skills in Word, Excel and Outlook
- Experience working within an aviation environment

### Key competencies - desired

- Customer service experience
- Experience working within an Airport Ramp function
- Experience in aircraft marshalling
- Experience with aircraft towing
- Experience with other ramp services such as potable water servicing