

Airside (Ramp Services) Agent

JOB SUMMARY

To provide the necessary under-wing ground support services to aircraft as required by our customer airlines. This includes (but is not limited to) the loading and unloading of baggage and cargo and mail, sorting and transporting baggage to and from the aircraft and the operation of specialist ground servicing equipment.

JOB RESPONSIBILITIES

The following responsibilities are associated with this job role:

- Unload passenger luggage and air cargo, bulk and/or containers/pallets, onto carts and/or dollies
- Deliver passenger luggage to claim area and unload onto conveyor system
- Deliver air cargo to appropriate recipient
- Load/unload wheelchairs and child strollers and deliver to designated location
- Provide special handling of luggage/cargo as required/directed
- Placement of chocks and cones around the aircraft
- Drive and/or operate ground support equipment which may include baggage tugs, baggage carts, aircraft steps, belt loaders, aircraft ground power units, tow bars, container loaders, water/lavatory service trucks, aircraft de-icing units, cargo dollies and passenger vans.
- Collect and load live animals and dangerous goods on onto aircraft
- Report all equipment malfunctions to the appropriate supervisor/manager
- Comply with all UK/Ireland/EU legislation as well as airport authority and carrier security requirements
- Comply with Swissport Standard Operating Procedures (SOP's)
- Maintain the highest standards of safety and security at all times
- Other duties as assigned

QUALIFICATIONS & COMPETENCIES

- Flexible to work on various shifts (days, evening, nights, weekends, and holidays)
- Ability to speak and understand the English language
- Ability to travel to the airport at times where public transport is not available
- Ability to follow processes and procedures and apply flexible approach when required
- Willingness to work in inclement weather
- Able to work in a manual environment and repeatedly lift up to 32kg throughout a shift.
- Able to work as part of a team in a challenging environment
- A full driving licence
- Previous experience working in an aviation environment is desired
- Ability to speak additional languages is desired

CAREER PROGRESSION

You will commence the role as a Grade 1 Agent; after successful completion of 12 months service, subject to passing the probationary period and demonstrating competence in all basic and intermediate tasks, you will become a Grade 2 employee. Following a further period of development and subject to job vacancies arising you will have the opportunity to apply for other positions/promotions.

COMPANY TRAINING MODULES (to include)

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| • GE01 / UK19 | Company Induction / Equality, Diversity and Data Protection |
| • UK20B | Emergency Response Procedures Customer facing |
| • GE03C | Health & Safety Pax Specific |
| • GE15 | Manual Handling |
| • DG01 | Dangerous Goods |
| • UK02 | Baggage Reconciliation |
| • UK08 | GSAT |
| • GE-UK-07 | Fire Awareness |
| • Airline Product Knowledge | Customer Specific |
| • RA01 | Aircraft Chocking & Coning |
| • RA02 | BTU Ramp Equipment Tractors |
| • RA03 | Conveyor Belt Loader |
| • RA04 | CCT / BCT / PDT |
| • RA05 | Ground Power |
| • RA07 | Passenger Boarding Steps |
| • GE08 | ULD |
| • RA16 | Hand Signals, Guides person, Banksman |

TASKS & ACTIVITIES

MANDATORY

- Corporate Induction
- Departmental Induction
- Accounting and Authorising (AAA)
- Dangerous Goods Regulations (DGR) Awareness
- Defect Reporting
- Emergency Procedures Awareness
- Role Specific / General Security Training (GSAT)
- Health & Safety / Fire Awareness
- Manual Handling
- Aircraft Chocking & Coning
- Aircraft Door Operation (Open & Close)
- Aircraft Loading (Inc Nets)
- Banksman
- Containerised Freight Loading
- Equipment Washing
- Baggage Conveyor (Positioning)
- Electrical Equipment Charging
- Ground Power Unit (GPU)
- Passenger Steps (Towable)
- Tow Tractors (Including EBTs)
- Trolleys, Trailers & Dollies

OPERATIONAL

- Aircraft Cleaning
- Airport Driving Permit (ADP)
- Departure Walk Round Checks
- Equipment Checking (Oil & Water)
- Passenger Marshalling
- Pre-Arrival (AGNIS) / FOD Check
- Snow Clearance
- Wing Walking
- Additional Bag Hall / Cargo Services Duties as required
- Aircraft Stand Guidance Systems
- Cabin Heater
- Coach Driving
- Driveable Fuel Bowser
- Fixed Electrical Power (FEP)
- Fork-Lift Operator
- Towable Fuel Bowser
- Unit Load Device (ULD)

NOTE:

This is not exhaustive and may vary depending on location and operational / local customer requirements.