



## **DEPUTY HEAD OF CABIN CREW TRAINING . GATWICK, UNITED KINGDOM**

Ascend Airways have begun operating a small fleet of Boeing 737 aircraft (NG and MAX) in the ACMI market, opening its first operational base at London Gatwick in early 2024.

The company is founded on the legacy of Synergy Aviation, a respected UK AOC holder, which has been acquired by Avia Solutions Group, already the world's largest ACMI provider. Our objective is to offer ACMI and charter customers a modern fleet of UK-based aircraft. and crews to meet their capacity requirements, while aligning our business decisions with the UK's Jet Zero strategy. We want a reputation for operating to the highest standards of safety and providing the best customer service.

We are seeking potential candidates for the position of Deputy Head of Cabin Crew Training, reporting to the Head of Cabin Crew Training and Safety.

The Deputy Head of Cabin Crew Training will support the Head of Cabin Crew Training & Safety in development activities, driving innovation, and foster a culture of continuous development.

The position is based at London Gatwick and offers hybrid working, however the role will require regular travel, both within the UK and overseas, for training delivery and occasional flight duties to support the ACMI business model. Therefore, the ideal candidate must be flexible and have the ability to travel. Working hours and patterns will be variable from those set out in the above schedule, as weekend and bank holidays will occasionally be worked for training events in line with our cabin crew rosters, in which case, days off in lieu will be issued.

### **Responsibilities:**

- Supporting the Head of Cabin Crew Training & Safety in development activities, driving innovation, and fostering a culture of continuous development.
- Assisting the Head of Cabin Training & Safety in defining and overseeing the cabin crew training, strategy and implementation.
- Act as a team leader in the absence of the Head of Cabin Crew Training & Safety
- Attend management meetings and report on department activity and updates as and when required by the Head of Cabin Crew Training and Safety.
- Participate in Cabin Safety Liaison Group meetings with Cabin Services Management, Cabin Safety and members of the CLG
- Contribute towards the training departments overall objectives and key performance indicators to support the growth and performance of the Company.
- Liaising with the Crew Training Coordinator's to ensure that crew training records and expiries are being managed efficiently and in line with correct protocol.
- Development of company and customer training programs and syllabi
- Delivery of training programs to Cabin Crew & Flight Crew for company and customers
- Ensuring that all Cabin Crew training procedures, materials and processes comply with UK CAA regulations and requirements

- Conduct of departmental audits, risks assessments and compliance checks
- Conduct of Cabin Monitoring Checks & Line Checks.

**Qualifications:**

- Valid UK CCA OR ability to obtain a UK CCA/UK Medical certificate
- Train the Trainer or equivalent teaching qualification.
- Current or previous CIN holder.
- AET L3 certification- or equivalent if currently holding a CIN
- RFX certification
- CRMT certificate

**Skills, Experience and requirements:**

- Previous experience in airline cabin crew training management or a similar role
- Proficiency in creating training materials using Microsoft, Prezi and Canva
- Computer literate with the ability to produce manuals and materials to support the training department
- Familiarity with LMS program development is desirable
- In depth knowledge of UK CAA regulations and processes
- Experience of authority and training inspections is desirable
- Ability to deliver comprehensive training including CRM/SEP/Fire and Smoke/Aviation Medicine/Aviation Security /Dangerous Goods and upskill courses.
- Ability to identify and respond to learning needs.
- Ability/Experience in setting Key Performances Indicators.
- Experience in performance management of training personnel.

We offer a competitive salary, an attractive working environment and opportunity for career progression.

We require a CV and covering letter explaining motivation of applying when submitting your application.

We may ask for certificates and qualifications upon interview.

Salary comment: £45,000

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Ascend Airways is a UK-based ACMI and charter airline offering the quietest, most fuel-efficient aircraft to enable customers to fulfil their capacity requirement and meet environmental objectives.