



## **INFLIGHT SERVICES COORDINATOR. BISHOPS STORTFORD, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)**

### **Ascend Airways | Inflight Services Coordinator**

Full Time - Bishops Stortford, UK

£33,000 - £38,000

With a newly acquired UK AOC Ascend Airways are operating a 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 part of Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of 221 aircraft on 6 continents.

The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation services. Supported by 14,000 highly skilled aviation professionals, the group is a parent company to over 250+ subsidiaries.

### **Responsibilities:**

- **Service Planning & Coordination:**

- Collaborate with operations, planning, and commercial teams to coordinate catering requirements, delivery schedules, and destination logistics.
- Ensure all onboard service elements are aligned with client expectations and operational feasibility.

- **Safety & Compliance:**

- Maintain a strong focus on safety and security in all aspects of inflight service.
- Ensure equipment is stowed according to galley plans and regulatory standards.

- **Client & Broker Liaison:**

- Communicate effectively with brokers and clients to understand and deliver tailored onboard experiences.
- Manage last-minute changes to passenger loads, aircraft types, and departure airports with professionalism and agility.

- **Customer Service Excellence**

- Apply previous cabin crew experience or deep understanding of onboard services to deliver outstanding customer service.
- Anticipate and respond to client needs with discretion and care.

- **Operational Support:**

- Support the inflight team with day-to-day coordination and problem-solving.
- Ensure timely and accurate documentation and reporting of service activities.

- **Time & Task Management:**

- Prioritise multiple tasks efficiently, especially under pressure.
- Maintain organised records and schedules to support smooth operations.

**The successful candidate will have the following experiences and attributes:**

- Previous experience as cabin crew or in a similar inflight services role.
- Previous experience in strong customer service role
- Strong understanding of onboard service standards and safety protocols.
- Excellent communication and interpersonal skills.
- Proven ability to work under pressure and adapt to changing circumstances.
- Highly organised with strong time management and multitasking abilities.
- Familiarity with aviation operations and catering logistics is a plus.
- Second language desirable

At Ascend Airways, we offer an attractive and inclusive working environment that supports opportunity for career progression.

If you are interested in this position and would like to hear more, please reach out to [recruitment@ascendairways.aero](mailto:recruitment@ascendairways.aero)

Salary: from 33000 € to 38000 € (brutto)

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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.