



HEAD OF CABIN SERVICES. GATWICK, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)

Ascend Airways | Head of Cabin Services

Gatwick UK

UK AOC holder 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.

As Head of Cabin Services, you will be an effective communicator and inspirational leader, with management experience in Crew Performance and Development. This role will require the individual to be responsible for efficient and effective management of the day-to-day operations at our London Gatwick base. You must be dynamic and proactive and ensure smooth operations by way of managing cabin crew.

This is a key role within our Flight Operations Department, and ensuring we hit the departments key performance indicators is essential whilst maintaining a focus on employee engagement. This will only be achievable through an inspirational leader who is only content with delivering exceptional results with a passion for the customer is essential.

This role will include regular travel, including flying duties to support the ACMI business model.

Responsibilities:

- Conducting regular briefings and debriefings with the crew to discuss and manage assessments, performance management, safety procedures and service standards.
- Ownership and continuous development of all Cabin Services documents, manuals, policies and procedures. Ensuring that all CC adhere to policy, safety regulations and service standards at all times.
- Identify trends within the CC team and implement initiatives to address performance. Identify skills gaps and ensure quality is not compromised.
- Write and deliver CC and SCC training, including onboarding and coaching.
- Maintain client, supplier, and service provider relationships through regular liaison and attending meetings.
- Reflecting the importance of Client retention and expectation to our crew.
- Flying alongside the CC team to ensure safety briefing compliance and carry out cabin crew audits, risk assessments and compliance checks. Gain greater insight into the challenges faced by our crew during flights, building relationships, and driving crew engagement.

- Work alongside inflight services and the commercial team, ensure all service standards are adhered to and feedback is sent to the relevant departments.
- Ensure all CC are fully briefed on service requirements and service briefs for flight.
- Participate in recruitment and selection processes for new CC members, including working closely with HR throughout selection processes.
- Oversee the Cabin Crew Manager and Deputy Head of Cabin Services.
- Participate in management meetings, reporting on relevant departmental news and updates as and when required.

The successful candidate will have the following experiences and attributes:

- Proven experience in a supervisory or management role within the aviation industry in Cabin Crew operations.
- Proven experience within a Senior Cabin Crew role to demonstrate thorough understanding of the requirements of Cabin Crew roles.
- Excellent communication and interpersonal skills.
- Strong leadership and team management abilities.
- Strong employee relations background.
- Collaborative with others, demonstrating integrity, be open minded and resilient.
- Ability to work under pressure and handle challenging situations.
- Knowledge of aviation regulations and safety standards.
- Strong IT skills.
- Proficiency in using airline-specific software and systems.
- Flexibility to work in shifts, including weekends if required.
- Valid passport permitting unrestricted travel worldwide.
- Knowledge of other languages is desirable.
- Valid UK Attestation & UK CC Medical

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

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.