



CABIN CREW MANAGER. BISHOPS STORTFORD, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)

Ascend Airways | Cabin Crew Manager

Bishops Stortford UK - Full time Perm

up to £50,000 DOE

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.

Responsibilities:

- Leading, supervising and resolving cabin crew management elements including company engagement, welfare, promotion, performance and disciplinary matters.
- Communication with, motivation of, and care for cabin crew personnel
- Work alongside the HR Department to inform strategy relating to Human Resource development and changes, including updates to Government employment regulations
- Work alongside the CEO, NPFO and Head of Cabin Services to establish cabin crew resource requirements and set recruitment and promotion targets to meet operational demands.
- Work with the Head of Cabin Services and the HR team to manage cabin crew recruitment, to meet cabin crew resource targets.
- Update the Cabin Crew Recruitment process as necessary to ensure continued best industry practice and ensure the Cabin Crew Recruitment Manual is updated and represents the current process.
- Manage cabin crew employment terms, including contracts, scheduling, pay and leave in consultation with the Head of Cabin Services, NPFO and the Head of HR.
- Oversight of leave allocation, ensuring that CAA Working Time Regulation requirements are fulfilled
- Oversight of selection processes where they are required to meet an operational requirement
- Ensure the Cabin Crew administrative documents such as meeting/file notes are kept up to date and comply with current employment policies and procedures
- Ensure the provision of the Cabin Crew 'Peer Support Program (PSP) and its continued compliance with regulatory requirements
- Manage Cabin Crew psychoactive substance testing in coordination with Head of Flight Crew, ensuring compliance with regulatory and company policies
- Other tasks as may be required and duly notified by the Head of Cabin Services.

The Successful candidate will have the following experiences and attributes:

- Previous experience in cabin crew management within an aviation environment.
- Previous experience in a Senior Cabin Crew position to understand the requirements of Cabin Crew roles.
- Experience handling performance management, disciplinary processes, and employee welfare matters.
- Willingness to travel overseas and attend operational bases as business requires.
- High level of organisational skills, with the ability to manage multiple priorities in a dynamic operational environment.

If you are interested in this position or 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.