



SENIOR MANAGER - CARGO CHARTER. GATWICK, UNITED KINGDOM

Are you ready to charter your own career?

The runway to success in global aviation begins here...

Are you looking for an opportunity to work for a global brand where you can use your skills, be part of a diverse team and grow with a dynamic company? We are looking for an experienced **Senior Manager (Cargo Charter)** to join the team in **Gatwick, UK**. The successful candidate will be passionate about the aviation industry, target and goal driven and have experience in sales/brokerage with a background in cargo.

Purpose of the Role

- To effectively manage the Cargo Charter team in the UK and ensure the achievement of individual, team and company objectives.
- To train and guide the Cargo Charter team and ensure that they adhere to company guidelines and follow best practices in order to minimise company liability and exposure.
- To drive the performance of the appointed local representatives in order to increase Cargo load factors and profitably, and improve yield and contribution.
- Manage day-to-day planning, operations and problem solving to ensure that the cargo broker team meets its required level of financial performance including customer service and vendor relationships. The role will additionally be to work with existing and potential clients and handle enquiries from their conception to execution by offering tailored solutions suitable to client requirements within budgetary and operational restrictions whilst making suitable profit for the company.
- To work with existing and new potential clients and handle enquiries from their conception to execution by offering tailored solutions suitable to client requirement, within budgetary and operational restrictions whilst making a suitable profit for the company.

Responsibilities of the Role

- Provide leadership by example and hands-on support to Brokers.
- Provide mentoring, training and development of personnel whilst fostering an open, team spirited, business culture.
- Responsible for the day to day operation of the Cargo Charter team.

- Set targets for the team's annual expectations in conjunction with performance and training and provide guidance to team staff on delivery of key responsibilities and monitor individuals' progress against the set team targets.
- Ensure team handle broking enquiries in a professional manner, from initial quoting to contracting and operational management, within planned budget and allowing for a suitable profit.
- Negotiate with aircraft providers when necessary to procure best value for clients.
- Ensure all contracts, insurance and regulatory matters are accurate, legally compliant and that company requirements are met.
- Liaise with clients to identify requirements and source suitable, competitive aircraft charter solutions.
- Maintain and develop relationships with both key clients and new business leads to maximise business opportunities and increase client loyalty in an industry where client retention is never guaranteed.
- Monitor team activity and create monthly reports for senior management as required.

Qualifications

- Minimum 5 years of experience in a managerial role within cargo aviation
- Background in cargo charters
- Team player to work in a fast-paced environment
- Strong relationship building, account management & customer service skills
- Ability to successfully balance client needs with business objectives

What We Offer

- Competitive salary
- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Professional development and career opportunities
- Unlimited access to thousands of courses on LinkedIn Learning platform

With more than 50 years of experience, the Chapman Freeborn group provides a diverse range of aviation-related services on a global basis. Our expertise in all areas of the air charter industry makes us the number one choice for many of the world's leading logistics providers, multinational corporations, travel partners, and well-known names from the entertainment business.

Chapman Freeborn is a family member of Avia Solutions Group, a leading global aerospace services group with almost 100 offices and production stations providing aviation services and solutions worldwide. Avia Solutions Group unites a team of more than 11,500 professionals, providing state-of-the-art solutions to the aviation industry and beyond.

Chapman Freeborn provides equal employment opportunities to all employees and applicants for

employment and prohibits discrimination and harassment of any type without regard to race, colour, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.