



CABIN SERVICES COORDINATOR. GATWICK, UNITED KINGDOM

Ascend Airways | Cabin Services Coordinator

London Gatwick Airport

£25,000 - £28,000 - Depending on experience

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 Cabin Services Co-Ordinator, reporting directly to the Head of Cabin Services, you will be responsible for managing the administrative tasks that support an efficient operation of the Cabin Services Department.

The successful candidate will have the following experience and attributes:

- A minimum of 1 years proven experience within the aviation sector, either in an air crew or administrative capacity
- Previous experience as a Senior Cabin Crew or similar role is desirable, but not essential.
- Experience in organising and problem solving in an operational environment
- Excellent communication and interpersonal skills.
- Ability to handle stressful situations calmly and effectively.
- Able to coordinate multiple projects simultaneously.
- Proficiency in using airline management software and MS Office Suite.

Responsibilities:

- Administrative responsibility for all flight documents and reports, ensuring accuracy and compliance with regulatory requirements, and coordinating distribution where necessary.
- Track and organise documentation and records for all CC assessments and performance files.
- Be the point of contact for cabin services feedback, attend client meetings, and use client information for prevention management of future issues onboard.
- Address client inquiries and requests promptly and professionally.
- Administrative ownership for all uniform coordination, including ordering, invoicing, client liaison, maintenance of CC sizing records, and handling any uniform issues or complaints. Contribute towards maintenance of the uniform standards document.
- Assist the Head of Cabin Services with all administrative tasks as needed, including admin support with procedures, processes, audits, and CC records.

- Continuous development of the office, by keeping a stock of stationery and equipment as well as purchasing office supplies and furniture where needed
- Assist in the administration of CC recruitment processes, coordinating with HR to make necessary arrangements for screenings, recruitment days and interview schedules. Participate in the onboarding process, coordinating with the Training department for OCC scheduling.
- Facilitate effective communication and collaboration between all internal departments.

We offer a competitive salary and an attractive working environment, we welcome your application in complete confidence

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.