



Job Description

Head Airport Representative

Dates: June 30th to early/mid August 2010.

Working hours:

Mondays, Wednesdays, Fridays at Heathrow approx 08.00 – 16.00h
Tuesdays and Thursdays – at Head Office – approx 14.00 – 18.00h

Reporting to:

Manager and Managing Director

Based at:

Heathrow Airport and Head Office, 33 Kensington High Street, London, W8 5EA

Job purpose:

To oversee the smooth running of the DS arrival and departure transfer service, liaising with HO travel co-ordinator, transportation companies, teachers, agents and course centres.

Main duties:

- Working with the Head Office Travel Coordinator to ensure that you have full details of all student arrival/departure flights and details of how they will travel from/to the course centres.
- Managing a team of up to 10 airport reps at Heathrow. Ensuring they have the correct information and are fully briefed re meeting/checking in students as instructed.
- In conjunction with teachers and airport representatives, supervising and entertaining students whilst they wait at the airport.
- Meeting and checking in UM's (unaccompanied minors)
- Troubleshooting as necessary (e.g. helping students with lost luggage)
- Being flexible to manage unforeseen eventualities.

Skills:

You should:

1. Be familiar with all terminals at Heathrow airport.
2. Have proven people management skills and enjoy the company of children
3. Be extremely well-organised, responsible, reliable, energetic and flexible.
4. Be comfortable working autonomously and as part of a small HO team.
5. Be capable of working under extreme pressure and to strict deadlines.
6. Be prepared to work extended hours if required (i.e. in case of delayed flights).
It is your responsibility to stay until the last student has safely left the airport
7. Have a good working knowledge of MS Word and Excel. Knowledge of MS Access is desirable and knowledge of foreign languages is very useful.
8. Be an excellent communicator.

Salary and expenses:

- £500/week (average 32 hour week) + statutory holiday pay (10.7% of weekly salary) + performance related bonus
- Travel expenses to/from Heathrow by public transport
- £10 daily meal allowance per full day at Heathrow (payable against receipts)