



Aircraft Handler

Reports to: General Ramp and Fuel Manager	Abbreviation:
Division/Department: Ramp	Deputed by:
Location: ITJC_FBO	Version/Date: v2 OCT2025

JOB PURPOSE

To provide an efficient and effective service to our customers with the handling and turnaround of aircraft ensuring that procedures are carried out in a safe and efficient manner.

MAIN RESPONSIBILITIES AND DUTIES

- Assist as and when required with the Load and Unload of aircraft luggage
- Provide toilet and water services
- Assist with crew pickups from local hotels
- Marshall aircraft on the ramp (includes directing, assisting and parking all arriving, departing and towed aircraft
- Towing/pushback of aircraft around airport, ramp and in and out of hangers – once full training has been received
- Full use of all Ground Service Equipment - once full training has been received.
- Fueling of aircraft - once fully trained and only on occasions when required.
- Assist with Headset requirements for push backs
- Assist in ramp set-up and storage of equipment and bag g age communicate with Operations, Flight Crew personnel and other ground personnel
- Cleaning of vehicles and equipment
- Ensuring high level of Customer Service is delivered at all times.
- Supporting Customer Service and the Operations team with their duties as and when required to ensure an efficient service is provided
- Perform any other duties within your capabilities as directed by the Company

QUALIFICATIONS PREREQUISITES

- Hold a full UK driving licence.
- HGV - training will be provided.
- Towing and pushback duties will be undertaken following full completion of training.
- Ability to provide a Basic Disclosure Criminal Records Check (cost to be met by the candidate).
- Have no criminal record or unspent convictions.
- Must be at least 18 years of age.
- Possess excellent communication skills and the ability to deliver a high level of customer service.
- Be able to provide a 5-year checkable employment or educational history (this is an essential requirement for airport security clearance).
- Ability to work in confined spaces and at height.
- Must be capable of lifting and loading baggage up to 32kg on a frequent basis throughout the day and/or night.
- Willingness to work flexibly to ensure full shift and workload coverage, which may include night shifts.
- Educated to GCSE level (or equivalent), with Grade Cor above in English and Maths.
- Must live within a reasonable commuting distance of Stansted Airport at the time of application.

EMPLOYEE DECLARATION

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager

Print Employee Name:

Employee signature:

Date:

Manager Name:

Manager Signature:

Date