

Version: 1
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INFLITE THE JET CENTRE



Job Title: Line and AOG Duty Supervisor

Abbreviation: LADS

Reports to: Deputy Head of Maintenance

Division/Department: Engineering

Deputised by: Nominated AOG Engineer

Location: Stansted

JOB PURPOSE

The Line and AOG Duty Supervisor is responsible for the day to day running of the Stansted based Line and AOG Support Services, managing customer enquiries, acting as the single point of contact for all customers, preparing competitive quotations, and maintaining regulatory compliance. Co-ordinating internally to ensure successful delivery Line and AOG services. Leads a team of B1 and B2 Line/AOG Engineers.

ACCOUNTABILITY

- To ensure that all line maintenance and AOG events are planned effectively and completed on schedule for aircraft being supported from Stansted.
- To ensure the line stations under his/her control meet regulatory and company standards as set out within the company MOE.
- Act as the primary liaison with aircraft owners or representatives, ensuring positive customer satisfaction.
- Providing customers with commercial proposals and obtaining customer authorisation for additional costs during the Line/AOG event.

MAIN RESPONSIBILITIES AND DUTIES

- Promptly respond to customer enquiries for Line and AOG maintenance, producing accurate and competitive quotations that account for all commercial, financial, and technical elements.
- Assess the daily requirements for line and AOG support and allocate resources to achieve the daily commitments.
- Ensure The Jet Centre delivers the very highest level of response on a consistent basis, to its demanding customer base.
- Ensure that all work undertaken as instructed remains within the capabilities of Inflite MOE and subject aircrafts associated state of registry.
- Ensure the Part-CAMO is duly supported to fulfil the regulatory requirements, and Work Orders are issued and Work Packs returned for permanent records within the regulatory/contracted time constraints. Liaise with Commercial to ensure the KYC is verified.
- Coordinate all AOG/unscheduled maintenance events, providing recommendations to the maintenance personnel, in order to utilise allocated downtime in a safe and efficient manner.
- Responsible for timely and regular updates to customers before, during and after Line/AOG maintenance events.
- Collaborate with Technical Services, Materials, and Engineering teams to ensure any additional work requested by the customer is quoted and approved internally before proceeding.
- Real-time (live) monitoring of estimated/quoted hours against actual hours taken, and engagement with internal departments to correct ambiguous bookings with evidence to gain customer approvals to optimise revenue
- Participate in production and planning meetings and organise conference calls or on-site customer meetings as needed to maintain clear communication and effective project management.
- Provide Line and AOG services performance related information as requested by the business.

• Maintain professional appearance and uphold company uniform standards. • Ensure company vehicle appearance reflects a high level of customer perception. • Ensuring compliance with the company Safety Management System (SMS) in respect of actively advocating, promoting & implementing safety policy – Identification, assessment, and resolution of risks & hazards. Actively participate in company management & safety forums. • Any other duties within your capabilities that may be required by the Deputy Head of Maintenance
AUTHORITIES
• Has disciplinary authority over the staff working within his/her area of responsibility. • To request and provide assistance to the Deputy Head of Maintenance • To request assistance from other departments • To propose additional trainings and procedures updates
QUALIFICATIONS PREREQUISITES
• Strong knowledge of business jet maintenance and engineering management processes • Proven ability to manage resources effectively. • Good leadership skills and excellent customer interpersonal skills. • Relevant engineering degree and/or aircraft maintenance work experience. • To be responsible for the technical administration of client aircraft, as per the competent NAA regulation. • Working knowledge of inspection procedures, methods, equipment, and accepted industry standards
OTHER SPECIFICATIONS
• Highly organised and able to prioritise work in a fast-paced environment. • Maintain strict company and customer confidentiality. • Attend and pass successfully all mandatory trainings & assessments according to the area of activity

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