

INFLITE THE JET CENTRE



Job Title: Line and AOG Support Services Supervisor

Abbreviation: LASSS

Reports to: Deputy Head of Maintenance

Division/Department: Engineering

Deputised by: Line and AOG Commercial Executive

Location: Stansted

JOB PURPOSE

The Line and AOG Support Services Supervisor is responsible for the day-to-day running of the Stansted Line Station. Key Account point of contact for contracted aircraft customer base. 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.

In conjunction with the Line and AOG Commercial Executive, act as the primary liaison with aircraft owners or representatives, ensuring positive customer satisfaction.

MAIN RESPONSIBILITIES AND DUTIES

- Assess the daily requirements for line and AOG support and allocate resources to achieve the daily commitments.
- Responsible for the task allocation of the team of Stansted based Line/AOG licensed engineers.
- Ensure The Jet Centre delivers the very highest level of response on a consistent basis, to its demanding customer base.
- Manage operational effectiveness, resource control, and maintenance planning.
- 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.
- Coordinate all AOG/unscheduled maintenance events, providing recommendations to the maintenance personnel, in order to utilise allocated downtime in a safe and efficient manner.
- Ensure that crew members are provided with all the required support concerning maintenance related issues, to guarantee the safety and reliability of the aircraft.
- Communicate the progress of inputs/projects daily by using any necessary acceptable means to the customer and the CAMO.
- Ensure that all work undertaken as instructed remains within the capabilities of Inflite MOE and subject aircrafts associated state of registry.
- Ensure team members maintain a professional appearance and uphold company uniform standards and ensure that company vehicles are maintained to high level of professional standard
- 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.
- Provide assistance to the Line and AOG Commercial Executive with estimating hours for projects.
- 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

What We Offer:

- **Competitive Salary:** We recognise and reward your skills and expertise with a salary that reflects your contributions.
- **Generous Annual Leave:** Enjoy increasing annual leave entitlement as you grow with us.
- **Salary Exchange Pension Scheme:** Secure your financial future with our comprehensive pension plan.
- **Employee Assistance Programme:** Receive support for your mental and emotional well-being.
- **Life Assurance:** Gain peace of mind for yourself and your loved ones with our life assurance coverage (subject to scheme rules).
- **Employee Cash Plan:** Access financial assistance for health and well-being-related expenses.
- **Enhanced Maternity and Paternity Schemes:** We support you and your growing family during significant life milestones.
- **Professional Growth and Development:** Access continuous opportunities to enhance your skills and advance your career.
- **State-of-the-Art Equipment and Technology:** Work with cutting-edge tools and technologies.
- **Ongoing Training and Certification Programmes:** Stay up-to-date with the latest industry standards and practices.
- **Career Advancement Opportunities:** Clear paths for progression within our dynamic organisation.