

Role Information	
Job title	Cargo Handling Agent – Warehouse
Band/Grade	BA other
Reports to	Crew Leader
Department	IAG Cargo
Salary	£18,983 + shift pay

Job Purpose

If being in a dynamic operational airport environment is something that excites you then this will be the role for you. No day will be exactly the same. You could be delivering Cargo to a variety of aircrafts to meet critical departure deadlines or building freight units ready for the drivers to deliver to the aircraft. In either job we will provide you with exceptional training so that you can perform your role to the highest of standards. You will be comfortable being proactive and using your initiative to deliver great results for IAG Cargo, your colleagues and our customers.

Working flexibly as part of the IAG Cargo team, deliver exceptional air cargo services for our customers at Heathrow and around the world by working in a safe, secure and efficient manner, across the following activities:

- The delivery and collection of customer's freight to and from aircraft side in a safe and timely manner
- The building and breaking of freight across the cargo product portfolio i.e. general, prioritise, secure, climate controlled etc, ensuring freight is integrated across flights where appropriate
- The receipt, inspection & dispatch of customers' freight ensuring regulatory requirements are met
- The correct completion of all required documentation and maintenance of accurate records in the appropriate systems.
- The safe operation of all appropriate freight handling systems, allocation devices and other equipment and vehicles.

Principal Accountabilities

Safety, Security and Good Business Practice:

- Take responsibility for creating a safe and secure environment for customers, colleagues and stakeholders.
- Be physically able to work in an industrial area that is physically demanding, involving heavy lifting (up to 32 kg)
- Excellent communication skills – fluent in both spoken and written English
- Exercise personal responsibility and reasonable care in preventing harm to yourself and others by ensuring that safe working practices are observed, including the appropriate use of personal protective equipment and standard operating processes and the handling of dangerous goods
- Maintain general safety and security of the Cargo and aircraft environment in accordance with British Airways safety policy and security procedures
- Report all incidents involving injury to people and damage to aircraft, equipment and/or vehicles at the earliest opportunity
- Follow all compliance requirements of your role and report or challenge unsafe or concerning practices.
- Be able to receive and follow instructions
- Carry out any relevant safety checks on vehicles or equipment before use
- Escalate any unresolved dangerous practices or equipment to a Team leader / Operations Manager

Deliver as Promised:

- Create more value for our customers and win business from them by improving the experience they receive at every touch point and interaction they have with us
- Keep things moving by ensuring each job across the cargo product portfolio is completed within the agreed service delivery targets and freight is not delayed
- Make every second count by allocating a door as soon as one comes available and serving our customers in a timely manner
- Accurately weighing and measuring customer freight to protect our revenue and ability to deliver the freight on the assigned flight
- Delete errors by making sure all information is keyed into our systems correctly
- Don't keep customers waiting by ensuring all documents and freight are ready for collection
- Escalate any problems that may impact on customers or service delivery to your Team Leader / Operations Manager
- Always look the part by maintaining a standard of appearance in accordance with the British Airways uniform policy
- Support your own well-being to enable you to carry out the physical elements of your role such as heavy and repeated lifting and working outside
- Take responsibility for your self-development & performance by completing appropriate training as agreed with your Team leader / Operations Manager, including regular coaching, performance and development review meetings with your Team leader / Operations Manager

Teamwork:

- Liaise with customers and colleagues in a polite and efficient manner
- Be flexible within operational and safety frameworks, and support other team members to achieve their tasks
- Develop and maintain a positive working relationships with your Team leader / Operations Manager and your colleagues
- Undertake any other duties which are consistent with the position when required and/or assigned
- Help others get a head start by ensuring that all jobs are completed or "green" by the end of your shift
- Treat all your colleagues, suppliers and customers with respect, value their diversity and recognise the contribution they make to the success of our business

Person Specification

To be considered for this role you will need to:

- Be physically fit and pass an Airside Medical Assessment with British Airways Health Services where required
- Work a flexible shift pattern to cover our 365 day / 24 hr operation
- Have a good standard of spoken and written English
- Qualify for an Airside Pass which includes a criminal record check

COMMITMENT
Training:

Joining IAG Cargo as a Cargo Agent could see you placed in any of our 5 operational industrial areas. The role is varied is based within a warehouse, breaking and building freight units and comes with a specific training programme, that will:

- Consist of both classroom and operational 'on the job training'. Operational role training will be shift based
- The duration of training will be approximately 4-6 weeks, dependent on area
- Training will cover a seven-day week and will therefore include Saturday and Sunday shifts. Shift times during training can start as early as 04:30, with the latest finish 23:30.
- Throughout training you will be required to undertake a number of modules, which include tests and validations. All modules and validations will need to be completed before successfully progressing on to your role.

Working patterns (roster):

- On completion of training you will be assigned an operational roster covering 24 hours per day / 7 days per week / 365 days per year
- The roster includes a variable day on/off pattern, with an average working attendance of 37.5 hours / 5 days per week
- Early shifts start from 0430hrs, late shifts 1300hrs onwards and night shifts from 2200hrs

Annual Leave:

- Please note that we are unable to allow holidays or changes to shift times during training.

BENEFITS PACKAGE

- Staff travel – discounted worldwide travel
- Childcare vouchers - Take advantage of Tax and NI savings if you have any children up to 15 years old
- Altitude plus - Access to discounts from many brand name merchants via BA clubs
- BA clubs and BA gyms - A wide range of activities and discounted membership rates to social activities with on-site gyms at some locations
- Help direct - A free, confidential 24 hour helpline that gives you access to personal, financial, health and other advice
- Dentist on head office site - Easy access to dental treatment at the Waterside Health Centre
- Catering – subsidised food and drink

British Airways Plan4 Behaviours – FSLT	
Faster	Clear on what needs to be achieved, brave enough to try new things and make decisions quickly to ensure we can deliver what we commit to.
Smarter	Innovate and constantly seek improvements through understanding our customers and the market in which we operate, sharing knowledge and embracing digital solutions to beat the competition.
Leaner	Question the value of what we do, aim to reduce complexity and are always cost conscious to ensure we can reinvest where it matters most.
Together	Together we will achieve our vision; because together we are British Airways.

Some roles may require further proficiency in one or more of the behaviours.

Effective Date: 11.09.2017