

Role Information	
Job title	Ground Operations Agent
Location	Heathrow
Salary	£19,742 + shift pay
Contract type	Full time, Permanent

As a Ground Operations Agent, you do the vital unseen work that keeps customers' journeys smooth. Turning aircraft around quickly and delivering bags on time are vital to creating a great experience. If you take pride in getting a job done right, this could be the role for you (whether you're new to aviation or come to us with experience).

What you'll do as a Ground Operations Agent

We provide full time training over three weeks. If you pass the tests along the way you will be assigned to an operational roster. Your role will involve:

- Processing customers' baggage and delivering it to and from aircraft (using equipment and vehicles).
- Helping secure aircraft on arrival and then unload and load baggage – safely and efficiently. You'll be outside in weather of all kinds (from heatwaves to blizzards).
- Carrying out safety checks and escalating any issues you see.
- Working shifts covering a 7-day operation, 365 days per year. Shifts start as early as 04:00 and finish as late as 01:00 and will consist of 8.5 hour shift lengths
- 22 days annual leave plus 8 days (in lieu of bank holidays)
- Please note that we are unable to allow holidays during training or operational peaks. Any pre-booked leave will not be honoured, unless written approval is received from the business.

What you need to join us

- Be 18 or over with a full manual UK driving licence, 1 years driving experience and no more than 3 points.
- The ability to work as an individual or as part of a team.
- The resilience to put up with the joys of the British weather.
- Good communication skills – fluency in both written and spoken English.
- The physical fitness to lift weights up to 32 kg.

Working at British Airways is about supporting each other to always be our best. We listen and do the right thing, create moments that show we care, and share our know-how to make a difference. There are four commitments that our whole team share:

- Be safe and secure, always
- Be passionate about service
- Be confident
- Be trusted advocates of British Airways

What's on offer?

We offer world-class training and development opportunities, plus competitive salary and shift allowances. You'll also receive a generous annual leave allowance and impressive benefits package.

- A pension scheme with potential contributions of up to 16% (if you contribute 5% BA will contribute 11%)
- A flexible benefits scheme which gives you the option to buy from a range of benefits such as private medical insurance, life assurance, and critical illness cover
- Discounted confirmed flights for friends and family on BA from date of joining
- After six months in the role, access to standby flights for yourself and two nominees
- Discounted standby travel on other airlines in the Oneworld alliance
- Discounts on car hire, hotels, leisure activities, entertainment and many more
- Free parking at work and free parking at Heathrow whilst on holiday for up to two weeks at a time.

Referencing

At British Airways, our top priority is the safety and security of our customers and colleagues. Due to airport security, we have to make sure all candidates meet our strict referencing criteria. We'll be here to guide and support you throughout the entire referencing process.

Adjustments

British Airways is committed to diversity and flexibility in the workplace. If you require any reasonable adjustments to support you during the application process, please mention this at any stage.