

Role Information	
<b>Job title</b>	World Class Mixed Fleet Experienced Cabin Crew
<b>Band</b>	Non-Management – Cabin Crew Grade Heathrow
<b>Department</b>	Inflight Customer Experience

Job Purpose
<p>A fantastic opportunity exists for experienced cabin crew to join our ever-expanding Mixed Fleet team, bringing your prior flying knowledge and skills to deliver outstanding customer service. Your main role onboard will be as cabin crew, however occasionally, from a non-planned perspective, you may be called upon to work up as the SCCM leading your peers, taking on additional onboard responsibilities and tasks to support our Customer Service Managers in delivering the highest levels of safety and service.</p> <p>When operating as cabin crew or as the SCCM, we will look for you to lead your cabin crew peers in the air and ensure a duty of care to the team both onboard and whilst down route.</p> <p>As an experienced Cabin Crew member you will join British Airways as World Class Mixed Fleet cabin crew. You will be enthusiastic, knowledgeable and passionate about our products and services with a focus on the customer, putting them at the heart of everything you do.</p> <p>You'll have the opportunity to develop new skills and take control of your career path and be recognised and rewarded for your outstanding contribution on Mixed Fleet and to British Airways.</p>

Principal Accountabilities
<ul style="list-style-type: none"> <li>• To ensure operational safety, security and health and safety responsibilities are performed to the highest standards</li> <li>• Maintain safety compliance at all times with Safety &amp; Equipment Procedures (recency) training</li> <li>• When operating as SCCM, you take responsibility for the overall co-ordination of punctuality, safety, security and reporting of any incidents of cabin crew down route</li> <li>• Deliver world-class customer service in line with our service standards and behaviours</li> <li>• To ensure compliance with all corporate policies, departmental standards and procedures in accordance with relevant legislation</li> <li>• To act as a British Airways role model to cabin crew demonstrating leadership behaviours towards all colleagues and customers</li> <li>• To build effective working relationships with colleagues and service partners to work as one team</li> <li>• To deliver the cabin crew objectives set by the business and a personal development plan, developing self-awareness through 360 feedback</li> </ul>

Person Specification	
Skills (Practised capability/behaviour)	Qualifications (Essential or desirable)
<ul style="list-style-type: none"> <li>• You appreciate why the safety and security of our customers is so important for British Airways</li> <li>• You are passionate about delivering service excellence</li> <li>• You genuinely enjoy customer interactions and place the customer at the heart of everything you do</li> <li>• You are able to confidently deal with challenging and difficult circumstances and remain resilient throughout</li> <li>• You role model excellent leadership behaviours, with well-developed coping skills</li> <li>• When acting as SCCM, you manage punctuality, safety and service to the highest of standards</li> <li>• Adherence to all BA policies by yourself and the team you lead on the day</li> <li>• You show respect and understanding for different cultures and backgrounds and you treat everyone as an individual</li> <li>• You are able to build relationships with all your colleagues in a professional way in order to deliver excellent customer service</li> <li>• You are a strong communicator, you are able to deliver difficult messages with confidence and manage poor performance</li> <li>• You understand the need to follow rules however you are able to be flexible depending on the situational needs</li> <li>• You proactively seek solutions and take personal responsibility for resolving problems</li> <li>• You are able to learn new information easily and quickly apply it correctly</li> <li>• You always demonstrate a positive 'can do' attitude</li> <li>• You demonstrate pride and knowledge of the British Airways brand and understanding of the business strategy</li> <li>• Knowledge of the SCCM role and or acting SCCM role is desirable</li> </ul>	<ul style="list-style-type: none"> <li>• To be aged 18 or over at time of application</li> <li>• Fluent in both spoken and written English</li> <li>• Previous customer service experience (Essential)</li> <li>• 24 months continuous full time flying experience of which at least <b>16 months</b> must have been in the last five years</li> <li>• Hold a valid passport (with minimum of 12 months before expiry date) with the unrestricted right to live and work in the UK and which allows unrestricted global travel</li> <li>• You will need to be able to acquire a US Visa</li> <li>• To undergo a Criminal Record Check for all countries of residence for six months or more in the previous five years and be able to provide satisfactory references for the last five years</li> <li>• Ability to obtain and retain an airside pass</li> <li>• Be willing and able to work shifts covering 24 hours a day, 7 days a week, 365 days a year for your entire career</li> <li>• Be willing and able to spend periods of time away from home and conduct stand-by duties in the proximity of your airport base</li> <li>• To wear the British Airways uniform to the required standard with no visible tattoos or body piercings. Tattoos or body piercings must never be visible on the body or through uniform clothing and <b>MUST</b> be able to be covered. Only tattoos that can be reasonably covered up are permitted. Plasters and bandages must not be used</li> <li>• To undertake training to obtain an EASA (European Aviation Safety Agency) Cabin Crew Attestation (CCA)</li> </ul>

	(which will be arranged for you as part of the assessment process for the role)
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Physical Criteria
<ul style="list-style-type: none"> <li>• To be medically and physically fit to meet regulatory and role requirements (if successful, you will be required to attend BA Health Service Medical Assessment)</li> <li>• To be the required height, between 1.575m (5'2") and 1.87m (6'2") with weight in proportion to your height and a vertical function reach of at least 2.01m (6'7")</li> <li>• Cardiopulmonary resuscitation (CPR) Be able to kneel astride a person within the space restriction of 46cm (18"), apply pressure through both arms to a depth of 5-6 cm (2.5"), for 30 compressions for a period of 2 minutes minimum</li> <li>• You are able to lift a weight of 9kg (20lb) from a height of 195cm (78"), this is the equivalent of lifting a medical kit from and aircraft overhead locker</li> <li>• You are able to tread water whilst fitting a lifejacket and pull your own bodyweight out of the water and into a life raft using the hand holds on the side of the raft</li> <li>• You are able to pull a fully laden trolley weighing up to 86kg (13.5st) and on an incline of up to 3 degrees</li> <li>• You are able to fit into an aircraft jump seat harness without a seatbelt extension</li> <li>• Stand in an area 51cm x 51cm (20" by 20") and not impede the route past you, this is to enable a rapid aircraft evacuation</li> <li>• You are able to swim 50m (55 yards) followed by treading water for 3 minutes and be able to assist people in water</li> <li>• You are able to lift a weight up to 28kg (4st). This is so that you are able to lift an emergency overwing window and quickly exit the aircraft</li> <li>• You feel confident working with heights e.g. you need to be able to descend an aircraft escape slide 9 metres above the ground (Please refer to the Mixed Fleet FAQ'S for further information)</li> <li>• You are able to stay calm and deal with emergencies and take control of people when required</li> <li>• You feel confident in carrying out all safety and emergency procedures on board</li> <li>• To be prepared to remove any headwear in the event of an emergency in order to be able to pull on an emergency smoke hood in the required time</li> <li>• European Aviation Safety Agency (EASA) regulations require that all current or former cabin crew inform us if they hold or if they have held an attestation from any Member State (i.e. a country covered by EASA) in the last 5 years</li> </ul>

British Airways Plan4 Behaviours – FSLT	
<b>Faster</b>	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.
<b>Smarter</b>	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.
<b>Leaner</b>	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.
<b>Together</b>	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.