



Training Lead - Gatwick

Introduction

AIRDAT is a UK based systems, training & consultancy company providing services specifically to the Aviation sector. Our products relate to the management of training, assurance, compliance, fleet and auditing. In addition, AIRDAT offers airports an array of support services.

As AIRDAT's training services grow and evolve, so too does our need to support it, which is where this new role comes in, leading our Gatwick Training Operation.

At AIRDAT, it's about life-work balance. You can expect 28 days off, plus public holidays (pro-rata) and further time during the Christmas period too. The company also runs around 6 free 'activity days' throughout the year (including things like Go Karting, Off-Road Driving, Shooting, Kayaking, Spa days) - you can vote for other activities you'd like to do and you can book onto as many of these as you like (or not!) - plus our team Christmas Party.

We offer a 4 day working week, operate a Cycle To Work Scheme, 'Meet Free Fridays', a Private Healthcare Scheme, Discretionary Occupational Sick Pay and an EAP Scheme too. You'll be provided with all the equipment you need and we reserve an annual budget to help improve skills and further your development too.

You'll be empowered and working as part of a small, highly supportive agile team, delivering bespoke, complex systems to the aviation industry. Most importantly, we take our work seriously, but never ourselves.

Our company values are Proactive, Evolving, Confident and Supportive - these should resonate with any potential applicants.

The Role

This is a permanent contract and we are looking for someone who can work full time, 8 hours per day (based on a 4 day working week) This role will be on site at Gatwick with some home/remote work too. In addition, there may be some travel to the other airports that AIRDAT operates at and to meet with the management team when required.

In this role you will be responsible for:

- The delivery of Airside Driver Training Courses
- Printing and distributing driving permits.
- Becoming a subject matter expert on everything AIRDAT and LGW.
- The recruitment, organisation and planning of the Training Team
- The sourcing and management of all training assets including vehicles, property and computer equipment
- Creation and maintenance of all course material required (in person, eLearning and competency based assessments)
- Internal team training and the building/maintenance of a training matrix linked to job role requirements
- Delivery of Risk Assessment Consultation sessions related to Operating Airside
- Contributing to and helping execute the growth plans of the business in relation to Training & Compliance
- Liaising with our key airport clients for feedback sessions and to ensure standards are maintained
- Attending and contributing to safety or training meetings and events
- Attending and contributing to the online morning support meeting and monthly check in meetings
- Staying up to date on all local and regulatory changes that impact our services and those of our clients.
- Learning everything about AIRDAT's products and services to assist clients & contribute to the company product planning events.
- Assist clients directly using chat, email, telephone and ticketing systems.
- Working with the internal team to help improve processes and ensure the smooth operation of the business
- Responding to queries (internal and external) in a timely manner and prioritising critical issues.
- Being a champion for AIRDAT's products and services and cross selling/promoting use of them whenever possible.

You will report into the Senior Management team and Directors. There will also be a need to self manage whilst maintaining our company culture & values.

Applicants must be able to demonstrate that they are proactive, confident, work well with others, have exceptional customer service skills, are good decision-makers, highly organised & self-motivated, reliable and can work under their own steam unaided.

Strengths & Behaviours

Are you:

- Someone who loves to help, educate and support people?
- Comfortable interacting with stakeholders of all types and with exceptional customer service skills?
- Loves tech and enjoys using systems to make their life easier?
- Capable of building good relationships leading to trust and commitment?
- Driven with the enthusiasm to work in a complex fast-moving environment?
- Able to work to targets and deadlines?
- An excellent communicator (verbal and written)?
- Able to convey complex information in a clear and concise manner
- Able to work at pace, a self-starter who can work with the minimum of supervision?
- Able to put forward, consider and adapt to better methods of working?
- Someone who has a keen eye for detail?
- Someone who likes things to be done right?

Role Requirements

Required

- Have a background in education/training
- Have a background in aviation
- Have experience in Risk Assessment
- Have experience managing small teams
- Have experience in customer service
- Good time management and organisational skills
- Excellent written and verbal communication skills.
- Highly proficient computer skills
- A good team player
- Understanding of aviation policy and regulation
- Have an IOSH Managing Safely qualification (or equivalent)
- Have a CAT D1 drivers licence.
- Have an RTITB Industrial and Commercial Instructors qualification (or equivalent)
- Have experience in operating minibus size vehicles of up to 17 seats.

Desirable

- Knowledge and use of Google Workspace
- Experience with help ticketing systems such as helpscout
- Experience of project management systems such as JIRA & Trello
- An auditing qualification

Salary & Benefits

- £30k to £35k
- 4 Day Working Week
- 28 Days off Pro-rata and extra time at Christmas
- Private Healthcare Scheme
- EAP Scheme
- Cycle to Work Scheme
- Up to 6 Fully Paid Company Activity Days per annum
- Discretionary Occupational Sick Pay Scheme

Applying & more information

To apply for this position please email a copy of your CV and a covering letter/email to jobs@airdat.org inserting the job title into the subject line. More information on AIRDAT can be found at www.airdat.org