

Ground Handling - Operations Officer

Alliance Aviation Group are pleased to announce that we are now hiring Ground Handling - Operations Officers and are inviting applications from experienced candidates.

Job Details

Job Title: Ground Handling - Operations Officer
Base: Westlands Apron Hangar, Dublin Airport
Schedule: 3 days on, 3 days off (12 hour shifts)

Overview

The Operations Officer will feel comfortable working in a high-end client-facing role, possess excellent interpersonal and communication skills, and calmly handle several tasks at any given moment. They will possess a warm, discreet and professional character, demonstrate flexibility, and make each client their top priority.

Responsibilities:

1. The daily operation, including customer service, line aircraft movement, ground handling, aircraft servicing to include lavatory and potable water.
2. Manage scheduled aircraft line activities by ensuring operational support is provided during aircraft movements.
3. Maintain regular interaction with customers to promote the FBO and to measure the level of customer satisfaction while using customer feedback to continually develop and improve upon capabilities and processes.
4. Maintain close contact with all FBO customers to meet and exceed client's expectations.
5. Compliance with company policies and procedures and support company mission, values, and standards and always demonstrate professionalism.
6. Take an active role in adhering to the organisations safety policy, processes, procedures, standards, and safety management systems as applicable to the company in the FBO and on the ramp.
7. Conduct their tasks and role in accordance with current legislation and in compliance with corporate and local safety management policies, processes, procedures and standards as laid down in company manuals.
8. Support management as required to allow them to discharge their duties and responsibilities comprehensively.
9. Raise with the Accountable Manager or FBO Regional Manager any concerns regarding working practises that do not adhere to current company policy, process, procedures, standards, or current legislation.

10. Accept own accountability and responsibility for health, safety, welfare, and safety management and encourage colleagues to do the same.
11. Report any faults immediately to the FBO Regional Manager.
12. Take personal action to suspend or stop any activity that is dangerous or not conducted within company/operational policies, processes, procedures, standards or current legislation.
13. Notify the Accountable Manager & Regional FBO Manager of an aircraft incident / accident and follow company procedures.
14. Record in the applicable log a piece of equipment or vehicle which develops a fault and report to the FBO Regional Manager as soon as practicable. This should also be recorded in Centrik.
15. Ensure daily safety management issues are recorded on the handover and communicated to other staff on duty or upon handover.
16. Comply with incident and accident investigation protocols, as necessary.
17. Other duties assigned by the Accountable, FBO Regional Manager or Operations Team Leader.

Requirements:

- a) Must have minimum two (2) years Ground Handling/Operations Officer experience.
- b) Must be a native English speaker or have passed an IAA approved English language proficiency.
- c) Ability to work calmly under pressure.
- d) Demonstrate initiative and a proactive mindset when dealing with clients.
- e) Physically capable of performing activities such as lifting and handling heavy luggage.
- f) Proficient in all PC skills essential (Word, Excel, Powerpoint, Outlook etc.)
- g) Must hold a Drivers license and be eligible to drive a Cat B vehicle in Ireland.
- h) Must be authorized to work in Ireland.

Deadline:

Interested candidates should send their CV to hr@alliancegroup.aero no later than 12th December 2025.

Alliance Aviation Group is an equal opportunities employer.