

POSITION: PRM & Ground Handling Assistant

DEPARTMENT: Airside Services

REPORTING TO: Ground Ops Coordinator / Flight Ops Coordinator

HOURS: 16 hrs per week roles – INITIAL CONTRACT 01 APR - 31 OCT 2026

Additional Hours may be available for suitable candidates.

Perform Ground Handling functions required for aircraft operations. Provide customer service support to Passengers with Reduced Mobility (PRM) ensuring safe transit throughout the airport.

KEY DUTIES and RESPONSIBILITIES:

- Assist with meeting and boarding flights for all passengers, providing safety oversight of each task.
- Ground Handling duties, including aircraft turnaround procedures, equipment placement and removal, baggage processing, baggage sorting, loading & unloading and baggage reconciliation.
- General workplace cleaning and tidying of work areas as requested by senior staff.
- Assist with aircraft catering on turnarounds.
- Provide high-level customer service support to PRMs throughout the airport; both departing and arriving passengers, always ensuring safe transit.
- Facilitate 'familiarisation' visits and open days for PRM and persons with hidden disabilities, such as autism, dementia, sight, and hearing loss prior to travel to assist with their visit for travel.
- Drive vehicles to support the PRM product and other Ground Handling tasks.
- Recording data relevant to the PRM product, providing statistical information to regulatory bodies.

REQUIREMENTS

- Highly motivated and organised.
- Good basic standard of education (English and Maths)
- Customer Service experience.
- Physical capabilities to work in a team during aircraft turnaround operations.
- Outgoing and pleasant personality.
- Able to communicate effectively.
- Must be confident, assertive, adhere to strict deadlines and have ability to work under pressure.
- UK Driving License.

Applications to: neil.symonds@norwichairport.co.uk