

Luton or Stansted based

Harrods Aviation is a widely recognised leading company in the General (Private) Aviation industry. We are committed to employing the very best individuals who can demonstrate and deliver the very highest level of customer service.

This is a permanent, full-time role, working 40 hours per week, Monday to Friday.

Reporting to the Senior Safety Manager, we are offering a unique opportunity to excel in a specialist role within an organisation dedicated to industry-leading standards and the continuous development of its people.

THE ROLE (CONT.)

As a key contributor to our Safety Management System (SMS), you will play a central role in maintaining, developing, and enhancing essential safety documentation and digital systems that underpin operational compliance.

This role is ideal for a digitally capable and detail-oriented individual with strong organisational and documentation skills. You will work cross-functionally to support safety initiatives, contribute to key projects, and help improve processes across the business.

This is a hands-on role with responsibilities across a number of areas, which will include;

Safety & Compliance

- Support the implementation and continuous improvement of the organisation's Safety Management System (SMS) and associated policies and procedures.
- Assist with safety audits, workplace inspections, and risk assessments to identify risks and recommend corrective actions.
- Assist in the investigation and documentation of incidents, accidents, and near-misses;
- Maintain accurate safety records.
- Stay informed on relevant legislation, standards, and industry best practices.
- Act as a key point of contact for SMS queries across the organisation.
- Contribute to emergency preparedness planning and participate in emergency response drills.
- Support the development and execution of safety campaigns to foster a strong and proactive safety culture.

Documentation & Digital System Support

- Maintain and support the ongoing development of the Company's SMS, ensuring it meets regulatory and customer requirements.
- Review, update, and format safety manuals and procedural documents in collaboration with internal stakeholders.
- Participate in department meetings, taking accurate minutes and tracking follow-up actions.
- Proactively identify and implement digital and administrative improvements to streamline SMS processes and document control.

THE ROLE (CONT.)

Project Support Accountabilities

- Support the adoption and effective use of digital platforms such as bespoke SMS software, Microsoft Office Suite, and document management tools.
- Assist in the execution of data migration plans, including timelines, and rollback strategies to minimise risk and business disruption.
- Assist in delivering small-scale projects by tracking timelines, managing documentation, and contributing to workflow design and process mapping.
- Promote consistency by helping to standardise document templates, formats, and digital processes across the organisation

Sustainability

As part of our commitment to environmental responsibility, this role will actively support the organisation's sustainability objectives. The successful candidate will contribute to initiatives that ensure environmental considerations are embedded within safety, compliance, and operational processes.

THE HOURS

The Operations Department operates 365 days a year. The opening and closing hours are based on the customer's requirements. Stansted and Luton operate on a 24/7 basis.

This is a full-time position, working 40 hours per week, Monday to Friday. The general working hours will be 8 hours, with a ½ hour unpaid lunch break (total 8 ½ hours per day).

For a standard day, the SMS Coordinator would generally work 9:00 to 17.30. Flexibility can be offered on the structure of daily hours.

The role will normally work on a Monday to Friday basis however flexibility will be required to meet the needs of the business and work demand. This may include some out of hours and weekend working. Night working may also be requested on rare occasions.

The role may be required to work at other Harrods Aviation bases, or travel to other locations for business purposes. On rare occasions, this may include travel abroad.

THE HOURS (CONT.)

Overtime as and when required is agreed with the Senior Safety Manager in advance, for which the options are payment or lieu time.

Please note that this is an office-based role and the successful candidate will be required to work in the office. Hybrid working may be available for up to 2 days per week (subject to business requirements) after completion of successful probation period.

THE SUCCESSFUL CANDIDATE

The successful candidate for this role will have demonstrable experience of working within a busy administration role, and will be proficient in Microsoft Office Suite, particularly Excel; PowerPoint and Word.

Applicants should have an interest in developing technologies such as AI, and proficiency in database utilisation and administration. You should be digitally intuitive and comfortable adopting new tools and systems. You will have a detail orientated approach to problem solving and process improvement.

Applicants should have an organised, adaptable and flexible approach with strong interpersonal skills and a diplomatic approach. Applicants will be enthusiastic, willing to learn and maintain a professional appearance and manner.

The ability to prioritise in an ever-changing environment, remain calm and adapt under pressure are essential for the role, as is demonstrable ability to work across teams and projects simultaneously.

The role may be required to provide support at both locations therefore a full UK driving license is essential, as is holding the right to live and work in the UK.

A satisfactory basic DBS check is required for this role and you will also need to have a 5 year checkable history in order to obtain an airport ID pass.

REMUNERATION & BENEFITS

£28,000 – £32,000 per annum, dependent on relevant experience

Benefits;

- Enhanced annual leave entitlements (pro-rated during first year dependent on start date)
- Holiday Purchase Scheme
- Happy Birthday Day
- Harrods Rewards Card (staff discount)
- Onsite Parking

HOW TO APPLY

If you feel you have the right experience and qualities to apply, please submit an up to date CV and covering letter, quoting SMS_COORD to human.resources@harrodsaviation.com

Closing Date – Friday 4th July 2025

If you would like an informal discussion about the role before applying, please contact HR via the above email with your details and we will arrange a call back.

We reserve the right to close earlier if we receive sufficient applicants and we kindly ask for no agency approaches.