



*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.*

We are currently recruiting for a Duty Manager to join our established team at our Luton base.

The role is permanent full-time.

## **THE ROLE**

As a Duty Manager, your role will be to assist and support the Base Manager in the running of all departments during the shift period and oversee all aspects of aircraft handling, ensuring an efficient ground performance which meets Harrods Aviation customer expectation and premium brand promise.

A key role in Luton Operations, you will be required to set the climate of each shift, ensuring that the level of customer service is of a premium standard which is second to none. In doing so, you will demonstrate your abilities to be professional, quick thinking and very adaptable. You will be responsible for safety within the operation, chair the daily morning meetings, delegate to your team as appropriate, and challenge the status quo.

As part of a team of four, you will present a united image to customers and staff alike, ensuring that you all act as ambassadors for the Company at all times, and ensuring consistency in your approach to internal and external requests and demands.

Operating on a shift basis, you will be responsible for all people management aspects within your team of twenty to thirty individuals, as well as ensuring that you maximize the efficiency of the team whilst setting a meticulous example for all staff to follow.

## THE HOURS

The Luton base operates 24 hours per day, 7 days per week, 365 days per year – as a result, the successful applicant must be flexible and professional.

You will be required to work as part of a team which will include working days, lates, nights, weekends and bank holidays.

This role will be a 4 on 4 off shift pattern with hours based on an average of 40 hrs per week), although flexibility is required with the hours as at times they may need to be altered to suit the needs of the Company.

## THE SUCCESSFUL CANDIDATE

The successful candidate will demonstrate a positive outlook, a professional and diplomatic manner and the confidence to challenge others in order to gain the best outcome for the business in order to move it forwards.

Experience at a senior level in a high pressure customer service or operational environment is essential, ideally from an aviation or airline background. Ideally you will possess a degree or management level qualification in hospitality or similar discipline, although commensurate experience will be considered a suitable alternative.

You will be required to provide an exceptionally high level of service and be responsible for ensuring that business needs are met in a timely and appropriate manner. The ability to prioritise in an ever changing environment, remain calm and adapt under pressure are essential for the role. You should have an organised, adaptable and flexible approach with strong interpersonal skills and a diplomatic approach.

You will be able to maintain a professional appearance and manner even in sometimes difficult circumstances.

Excellent communication skills combined with courtesy and integrity are also important. Good administration skills and computer literacy are essential.

A full UK driving license is essential, as is holding the right to live and work in the UK.

You will also need to have a 5 year checkable history in order to obtain an airport ID pass.

## **REMUNERATION AND BENEFITS**

### **Remuneration - Competitive**

- Enhanced annual leave entitlements (pro-rata during first year dependent on start date)
- Holiday Purchase Scheme
- Happy Birthday Day
- Pension Scheme
- BUPA Private Medical Insurance
- 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 LTN DM and detailing your salary expectations to:

[human.resources@harrodsaviation.com](mailto:human.resources@harrodsaviation.com)

Closing Date - Monday, 22nd June 2026

Contact Name: Human Resources, Luton

Contact No: 01582 589347