



CUSTOMER SERVICE AGENT, LUTON

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.

Our Customer Service Agents are regarded as the 'Face of Harrods Aviation' serving visiting flight crew and distinguished passengers.

We are currently recruiting for a Customer Service Agent to join our established, reputable team at our Luton base.

This is a permanent, full time role.

THE ROLE

Responsible for delivering an exceptionally high level of customer service to the Company's passengers, representatives and crews, we require our Customer Service agents to provide extremely high level customer service that is commensurate with the Harrods brand.

They are required to be quick thinking and very adaptable, as the nature of our business often dictates unique requirements.

The role is often demanding, requiring our staff to be organised and able to co-ordinate and communicate with all other departments. They have to be multi-skilled, often have to undertake several tasks at once, whilst ensuring that they maintain a professional attitude at all times.

Duties will be delegated by a senior member of staff. However, the successful candidate will be expected to work independently, use their own initiative, and contribute effectively as part of a team.

Our Customer Service Agents must maintain a professional attitude at all times and deliver a standard of customer service that reflects the Harrods brand. They should be adaptable, proactive and quick-thinking, as the nature of the business often presents unique and changing requirements.

This can be a busy and fast-paced role, requiring excellent organisational, coordination, and communication skills, with the ability to work collaboratively across all departments.

HOURS OF WORK

The successful applicant must be flexible and professional. Our Luton base operates 24 hours per day, 7 days per week, 365 days per year.

You will be required to work as part of a team covering a 24-hour operation, which will include working days, lates, nights, weekends and bank holidays.

The standard shift is 11 1/2 hours, with a 30 minute unpaid break (total 12 hours).

For full time, the average working week is 40 hours. This will normally be on a 4 on 4 off shift pattern.

During one shift set per calendar month you will be deemed to be a flexi shift worker. During this set of shifts you may be requested to alter your shift hours to suit the needs of the business and note that it is a condition of your employment that you may comply with such reasonable request to work.

Initial training will require a period working Monday to Friday.

THE SUCCESSFUL CANDIDATE

Ideal candidates will have a proven knowledge of Customer Services, which will have been gained working in a 5* hospitality environment or within the First / Club / Business Class Cabins of the airlines renowned for their Customer Service standards.

The role is demanding and the successful candidate should be flexible, able to work under pressure have the ability to prioritise whilst remaining calm, and continuing to set a professional example to your team.

The role is an active role and therefore you need to also be physically fit to fulfil the job requirements. You will also be required to work in all weather conditions.

You will need to hold the right to live and work in the UK and have a 5-year checkable history - either employment and/or education - to obtain an airport ID pass.

A full UK driving licence is essential, along with the ability to pass a standard medical assessment and the required airside driving test.

In accordance with Home Office guidance, successful candidates will be required to evidence their right to work in the UK before commencement of employment. We do not hold a licence to sponsor this role under the Skilled Worker route. Candidates must therefore hold the right to work in the UK without employer sponsorship.

REMUNERATION

£32,256 basic per annum

BENEFITS

- Enhanced annual leave entitlements (dependent on shift pattern and pro-rated during first year dependent on start date)
- Holiday Purchase Scheme
- Happy Birthday Day
- Harrods Retirement Savings Plan Foundation (Contributory Company Pension)
- Harrods Rewards Card (staff discount)
- Employee Assistance Programme
- Onsite Parking
- Full Uniform also provided.

HOW TO APPLY

If you feel you have the right experience and qualities to apply, please visit our Careers page and apply using this link <https://www.harrodsaviation.com/jobs/customer-service-agent/>

Closing Date – 2nd October 2026

Contact Name: Human Resources

Contact No: 01582 589347

No agencies please

We reserve the right to withdraw this vacancy and close applications before the specified closing date if an adequate number of suitable applications are received.

Owing to the high volume of applications, only candidates who meet the required skills and experience criteria will be contacted.