

# Cabin Crew

Location Heathrow Airport, London

Cabin Crew is not just a job. It's a way of life too. When you join our airline, you'll be part of a diverse family sharing adventures right across the world. It won't always be easy, though. It's a challenging job delivering exceptional customer service at 35,000 feet without letting your standards drop. It might mean spending Christmas in the Caribbean when you hadn't planned to. Or a Bank Holiday in Barcelona. Being part of this unique team, however, brings experiences like no other.

## Job Description

A career without limits

As the nation's flag carrier, we take great pride in connecting Britain with the world and the world with Britain.

It's something we've been doing for over 100 years, ever since we launched the world's first international scheduled air service between London and Paris.

This originality has been in our blood since day one. It's the spirit we share with the people that fly with us, our partners, and our colleagues.

So, whether you are a reassuring voice on the end of a phone, a smile at the door, under a wing keeping the turbines spinning or landing us gently in far-flung places, a job at British Airways is yours to make.

We know great things can happen when you're inspired to think big and bring your ambition to work every day, which is why, at British Airways the sky is never the limit.

## Cabin Crew – Join Our Talent Pool for Future Opportunities

If you're interested in becoming Cabin Crew with British Airways, our talent pool is the best place to start. It's our first point of entry for future opportunities and how we connect with candidates when recruitment needs arise across our operation.

By joining, you'll stay close to upcoming roles and be among the first we engage when opportunities become available. It's a great way to express your interest, remain visible to our recruitment team, and be ready to progress when the timing is right.

We recruit from the talent pool first whenever Cabin Crew requirements arise, keeping candidates informed and giving you early visibility of potential roles, locations and start dates. Opportunities may be available across:

- British Airways Mainline – London Heathrow and London Gatwick
- BA Cityflyer – London City Airport
- BA Euroflyer

When we reach out, we'll always be clear about what's available, where the role is based and when it's likely to start, so you can make an informed decision at every stage.

Why join the talent pool?

- Be considered first when Cabin Crew opportunities arise
- Stay connected to British Airways and our recruitment teams
- Gain early visibility of roles, locations and start dates
- Be considered for opportunities across Heathrow, Gatwick and London City, as well as BA Euroflyer
- Progress when the timing works for you and the business

#### The role:

Whether you're starting fresh, transitioning from another industry, or seeking a role that values your existing skills, British Airways offers opportunities for people from all professional backgrounds.

Your day will involve crafting outstanding experiences that reflect everything customers love about British Airways: genuine warmth, professional excellence, and service that goes beyond expectations. You'll work as part of a close-knit team, ensuring every flight is safe, comfortable, and memorable for the right reasons.

From assisting anxious travellers to enjoying special moments with customers, you'll apply your highly developed talent for building connections while upholding outstanding safety and service. The role demands adaptability, clear thinking under pressure, and a commitment to making every interaction count..

#### What you'll do:

- Deliver world-class service that upholds British Airways' reputation for excellence
- Ensure all safety, security and operational procedures are followed to the highest standards
- Adapt to different customer needs and circumstances with professionalism and care

#### What your real experiences have taught you:

We welcome candidates from all walks of life who share our commitment to outstanding service. If you can remain calm in challenging situations, work effectively within a team, and bring genuine warmth to every passenger interaction, you have the foundation we're looking for.

#### Your ability to:

- Communicate with clarity and empathy - connecting authentically with passengers from a diverse set of backgrounds
- Think quickly and make sound decisions - especially when situations require immediate, thoughtful responses
- Collaborate effectively - supporting colleagues and working toward shared goals
- Show resilience and bounce back - recovering quickly from setbacks and maintaining a positive outlook
- Prioritise safety above all else - understanding that passenger wellbeing is our most important responsibility

- Embrace continuous development - remaining open to learning and growing within the role
- Represent our brand with pride - consistently delivering the service standards that define British Airways

Your experience:

- 12 months of customer service experience
- Aged 18 or over at time of application
- Proficient in both spoken and written English
- Have the right to work in the UK, and a passport that allows unrestricted global travel

Contract:

Your contract will be permanent.

What we offer:

We believe that all the people who work with us should feel valued for the part they play. It's one of the reasons our rewards go far beyond a competitive salary.

From the day you join us, you'll get access to brilliant staff travel benefits including unlimited basic and premium standby tickets on British Airways flights. You'll also receive up to 30 discounted 'Hotline' airfares per year for yourself, friends, and family. You will also receive many other perks such as Voluntary Private Healthcare, Cycle to Work, Electric Car Scheme, British Airways Pension Scheme, Free Eye Test, Access to Perks at Work, Travel Industry discounts and many more!

At British Airways you'll have the chance to take on new challenges and move forward in a way that feels right for you. We encourage all those who work for us to consider opportunities right across our business to help you develop and progress.

We never stand still, and we don't expect our people to either.

**Inclusion & Diversity**

At British Airways we all have a part to play in creating an inclusive place to work. Diverse representation among our people is really important to us and we recognise that all our colleagues are uniquely different and bring their own originality, creativity and identity to work.

Inclusion and diversity is a key driver of innovation and we're committed to creating a culture where everyone feels that they can be themselves. We're looking for people from all backgrounds and cultures to join us and be a part of our journey to become a Better BA as we continue to connect Britain with the world and the world with Britain