

# Ground Transport Services Agent

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.

The role: Ground Transport Services Agent

Are you passionate about providing excellent customer service? As a member of the Ground Transport Team, you will be responsible for safely transporting our customers and colleagues and ensuring their journey is seamless. We are looking for colleagues who are customer orientated, safety focused and committed to the highest standards to join our team.

We have a number of opportunities to join the Ground Transport Service Team as a Ground Transport Service Agent (GTS) – Ground Operations Agent Level. The Ground Transport Service Agent role is vital to our Heathrow Operations Team.

If you are ready to take your career to new heights and become an essential part of British Airways' ground operations, we want to hear from you!

\*Please note to be eligible for this opportunity you must hold a current Passenger Carrying Vehicles (PCV) DVLA Cat D license with zero points and if successful you will be required to conduct a practical driving assessment\*

This vacancy may close earlier than the stated deadline if we receive a sufficient number of applications.

Appointment to this role is subject to the successful completion of a Drug & Alcohol test, in line with company policy, which will be required after the first stage of the recruitment process

Also, please note that this role is full-time with a 37.5 working hours a week and a shift pattern, following a 7 days on / 3 days off and 7 days on / 4 days off; this role is not approved for an international assignment.

What you'll do:

- Safely transport passengers and colleagues using our fleet of vehicles
- Maintain the highest standards of customer service throughout each journey

- Ensure compliance with all safety regulations and company protocols
- Professionally represent British Airways in all interactions
- Manage time-sensitive transportation schedules with precision and care
- Perform pre-trip vehicle inspections and report any maintenance issues
- Assist passengers with luggage and provide supportive, friendly service

What you'll bring to British Airways:

- Unrestricted right to live and work in the UK
- Ability to acquire and retain an airside ID

Your experience:

- Excellent interpersonal and communication skills
- Proven resilience to handle outdoor shift work in varying weather conditions
- Strong commitment to safety and customer satisfaction
- Ability to work flexible shifts, including early mornings, late evenings, and weekends

Please note to be eligible for this opportunity you MUST have the following:

- A current Passenger Carrying Vehicles (PCV) DVLA Cat D license with 2 years driving experience
- Manual and automatic driving license

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.

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 recognize 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.

