



Job Title: Customer Operations Officer

Department: Customer Operations (Terminal)

Location: Oxford Airport

Job Description:

We are seeking a detail orientated and efficient Customer Operations Officer to join the airport's operational and customerfacing team, responsible for ensuring the smooth, safe, and efficient handling of all aircraft movements, passengers, crew, and visitors at London Oxford Airport. This dynamic role blends operational coordination with exceptional customer service, requiring strong communication skills, attention to detail, and the ability to work effectively in a fastpaced terminal environment.

Key Responsibilities

Operational Coordination:

- **Aircraft Movement Oversight** — Manage and monitor all aircraft arrivals, departures, turnarounds, and associated requests to ensure efficient and timely operations.
- **Crew Liaison** — Act as a primary point of contact for flight crews, providing accurate operational information, support, and coordination.
- **Interdepartmental Communication** — Work closely with air traffic control, ground handling, security, and other airport teams to maintain seamless operational flow.
- **Operational Documentation** — Prepare and maintain accurate records using airport operating system, movement logs, and operational reports in line with airport procedures.

Customer Service & Terminal Support:

- **Passenger Assistance** — Deliver exceptional customer service to passengers, ensuring a welcoming, safe, and efficient experience throughout their journey.
- **Visitor & VIP Support** — Provide tailored support to VIPs, business aviation clients, and general visitors within the terminal.
- **Customer Issue Resolution** — Address enquiries, resolve concerns, and proactively identify opportunities to enhance customer satisfaction.



- **Safety & Compliance** — Uphold airport safety standards, ensuring compliance with all operational, security, and customer care procedures.

General Duties:

- **Terminal Coordination** — Support the day-to-day running of the terminal, ensuring cleanliness, readiness, and smooth passenger flow.
- **Emergency Response Support** — Assist in emergency or irregular operations, following established protocols and supporting the wider airport team.
- **Continuous Improvement** — Contribute to operational and customer service enhancements through feedback, initiative, and collaboration.

Skills & Attributes:

- Strong communication and interpersonal skills
- High attention to detail and accuracy
- Ability to multitask in a fast-paced environment
- Customer-focused mindset with a proactive approach
- Ability to work both independently and as part of a team
- Competence in using flight operating systems and willingness to learn new digital tools
- Proficiency in Microsoft Office (Word, Excel, Outlook, and related applications)

Note: the above list is not exhaustive.

Essentials:

- Right to work in UK
- Hold a UK driving licence
- Flexibility to work shifts including weekends.

Full training provided.

If you are passionate about delivering outstanding customer service and ensuring smooth airport operations, we encourage you to apply!