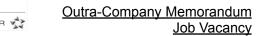


Cargo Operations Agent / Supervisor

Job Title	Cargo Operations Supervisor/Agent
Contract Type	Full-time, Permanent
Grade	Supervisor / Agent - dependent on experience
Location	X2 Hatton Cross, Heathrow
Job Purpose	We are seeking a Cargo Operations Supervisor/Agent to provide daily basis exceptional cargo operation service to our customers at London Heathrow Airport based on safety, quality and customer satisfaction. This role involves Import and Export cargo operations, handling dangerous goods correctly and responding to inquiries while upholding our brand's high standards. Additionally, the role requires coordinating with several departments and maintaining relationships with GHAs.
Reporting To	The Cargo Operations Supervisor reports directly to the Cargo Operations Assistant Manager and Cargo Operations Manager.
Duties and Responsibilities	 Responsible for supervising and coordinating daily cargo operations and supporting departmental functions as necessary. Supervise daily cargo services and monitor GHA's performance. Investigate and respond to cargo irregularities. Supervise and monitor the build-up of special cargo. Support all operation functions including communicating directly with cargo agents notifying the movement of general cargo, perishables, and live animals. Handling all office administration, liaising closely with GHAs to ensure smooth operation and good business relationships. Monitoring the handling of Export and Import mail and cargo. Supervising the buildup of Export cargo. Monitoring the timely delivery of freight and document delivery to shipside Local ULD management. Investigating cargo irregularities and dangerous goods handling. Responding directly to agents with investigation results. Monitor the offloading and loading of cargo at aircraft.





Knowledge, Qualifications & Skills	 Minimum 5 years experience in air cargo operations Knowledge and/or certifications for IATA DGR, IATA/ICAO Cargo Handling Strong leadership and team management skills Excellent communication and interpersonal skills PC skills and cargo operations software Ability to work under pressure and handle multiple priorities Willingness to work shifts, weekends, and holidays as needed Must hold a full UK driving licence. Prior supervisory experience strongly preferred Procedure and airport-specific safety training preferred Japanese language skills are highly desirable, but candidates without these skills will also be considered.
Salary	Competitive
Estimated Start Date	Immediate start
Working Hours	Full Time 11:30 - 20:00 on a shift based roster. Office based but with airside / warehouse responsibilities.
Benefits, Conditions and Regulations	- Company Pension - Subsidised Commuting Allowance - Subsidised Gym Membership - Life Insurance - Private Medical Insurance (Currently includes dental and optical cover) - Sick Pay - Meal Allowance - Flight Benefits
How to apply	Please send your CV to ukrecruitment@ana.co.jp
Closing Date	30 June 2025
Others	All applicants must have the right to work in the UK