

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	<p>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.</p> <p>This role involves Import and Export cargo operations, handling dangerous goods correctly and responding to inquiries while upholding our brand's high standards.</p> <p>Additionally, the role requires coordinating with several departments and maintaining relationships with GHAs.</p>
Reporting To	The Cargo Operations Supervisor reports directly to the Cargo Operations Assistant Manager and Cargo Operations Manager.
Duties and Responsibilities	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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