



## Job Description

**Job Title:** Buggy Driver, VIP Operation  
**Location:** London Heathrow Airport  
**Reporting To:** VIP Supervisor  
**Direct Reports:** Team Leader & Supervisor

### Purpose:

As a Buggy driver within the VIP services you will be expected to provide an excellent consistent service. You will be responsible for the smooth operation of the Buggy activities. And ensure key communications between Heathrow, Airline Management and OmniServ management are achieved. Ensuring company policies, roles and responsibilities are upheld, able to work a shift pattern conducive in the running of the operation on a daily basis.

### Key Responsibilities:

- Strategically plan your day as per the demand of the flights, the service requirements and those requested by the client
- Update your Team leader at the start of each shift on your plan, which should include but not be limited to the following;
  - *Any changes to schedule/ETA's and what the plan is to ensure a smooth operation*
  - *Update on buggy / facilities / equipment*
  - *Anything else of significance*
- Attend pre-shift briefings with your Team Leader
- Report any sickness and lateness to the Duty Team Leader/ Supervisor. Allowing the Team Leader enough time to find cover for the shift
- Ensuring you are adhering to the companies and client's standards for uniforms, grooming and performance
- Oversee the correct set up of the gates, and assist if necessary
- Remain a point of contact for clients and OmniServ, ensuring all radio and or phone devices are available at all times
- As subject matter experts, you are responsible to attend OJT (on job training) for new starters during their induction and also for existing staff who may need refresher training
- Attend client and internal meeting when required
- Actively seek and advise on service improvements
- Ensure you sign in/out using the hand clocks – report any issues to your Supervisor
- Carry out proper checks of all equipment including buggies, phones, laptops & radio's and report any issues as necessary

- Be a role model for your team and lead by example
- Ensure that communications are positive, clear and professional
- Be a subject matter expert on all aspects of the role, service and procedures
- Ensure open and regular communications with clients and OmniServ by all means including radio, telephone and email
- Ensure you follow the Omniserv and Heathrow Airport Buggy driving guidelines at all times – Full training will be provided
- Full Clean UK Driving License required

Carry out any reasonable task requested. This description is an outline of the role and it is expected that key task will vary with the demand of our client and operation base.