

Employment

Within the aviation industry there are many roles available.

Some examples include:

- Pilot
- Air Cabin Crew
- Air Traffic Controller
- Passenger Services
- Customer Information Services
- Ramp Handling
- Baggage Handling
- Load Planning
- Scheduling
- Administration; finance, sales, marketing, HR, IT

Many of the roles require a flexible approach to work – employees will often work shifts, beginning early in the morning or finishing late in the night. Weekend and bank holiday working is also common.

Skills

The key skills in the aviation industry are all based around customer service. The satisfaction of the customer is crucial to the success of the industry and so great emphasis is placed on ensuring that customer needs are met, and that any issues that customers have are dealt with swiftly and agreeably. This means that employees can rely on skills including confident communication and conflict management.

Employees in the industry can also expect to have to deal with technology, so an understanding of basic IT is useful.

As airports deal with customers from all over the world, it can also help if employees can speak other languages.

Key Facts

Women make up 37% of the aviation workforce; however levels vary in the different occupations, with a greater number of women working as air cabin crew and passenger services than in any other area.

While airlines appear to have few problems recruiting staff, airport based support companies do report issues when attracting the right quality and number of staff.

The industry is heavily regulated – health and safety considerations are critical for many roles.