

Job Description

SriLankan Airlines Ltd, the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The Airline has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.

The incumbent will be responsible for achieving the prescribed customer service standards and ensuring that the Handling Agent provides the agreed-upon services with adequate facilities. The role also involves maintaining consistent on-time departures, providing solutions for customer complaints, ensuring reliability in baggage delivery and maintaining all relevant Key Performance Indicators (KPIs) for the station performance.

Additionally, exercise authority to lead the station team professionally, providing training and guidance to ensure the safety and security of the airline's ground handling operations at all times, in liaison with the Head Office and relevant authorities as appropriate.

Key responsibilities:

- Achieve assigned operational performance targets to contribute towards achieving corporate objectives.
- Negotiate a Service Level Agreement (SLA) to ensure that the Ground Handling Agents (GHA) provides services according to company standards, obtain maximum services from the handling agent in a friendly yet persuasive manner, to provide customer satisfaction /delight to achieve/maintain company service standards and identify / resolve problems arising from weak areas of the handling agent to maintain expected 85% of service level standards.
- Establish and maintain healthy relationships with all organizations at the airport to sustain service standards / to facilitate smooth passenger handling and to manage any legal implications arising from handling issues, appraise Head office promptly and co-ordinate until they are resolved.
- Control station expenditure by ensuring station is within the monthly budgetary allowance. Maintain station logs & Training records & ensuring all station staff Training records & station contracts are updated before expiry. Performance records maintained & proper administration of the station.
- Maintain an uninterrupted channel of communication with Regional, Head office and Country / Sales / Finance managements and co-operate with Country / Sales managements by way of a team player to achieve common organizational goals and to enhance productivity / service levels.
- Ensure all station related invoices / monetary transactions pertaining to Airport Operation checked for accuracy & signed and followed through the entire process in order to ensure proper accountability.
- Investigate/respond promptly to passenger complaints/queries and propose/implement required improvements to achieve expected company standards in customer service.
- Support & contribute towards achieving departmental/divisional initiatives & priorities. Safety & Security of the aircraft and the airline on the whole should not be compromised at all times.

Requirements

- 6 Passes at GCSE O/L and 4 Credits in one sitting including credit for English and 2 passes at GCSE A/Ls with 4 years relevant experience.
- OR
- 6 passes at GCSE O/L with 4 Credits in one sitting including a credit for English and Full or part professional qualification with 3 year of experience in a relevant discipline.

Prior experience in a similar role within the airline industry, along with experience in airport operations, would be considered as an added advantage.

Ability to legally live and work in the United Kingdom (Candidates should be British citizens OR British permanent Resident (PR) holders) is a mandatory requirement

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.

Job Information

Division Name
Airport Service Delivery - Overseas

Date Opened
29/01/2026

Application Closing Date
08/02/2026

Job Type
Full time

Industry
Airline - Aviation

City
London

Province
Heathrow UK

Country
United Kingdom

Postal Code
TW6 1EW