

## Kickstart work experience job description

To help you find the right candidate to benefit from the meaningful work experience you are able to offer please complete this form. The coaches at your local jobcentre will use this information to help identify the most suitable candidates.

<b>Company name:</b> Resilient Pilot <a href="http://www.resilientpilot.com">www.resilientpilot.com</a>
<b>Job title:</b> Pilot Performance Programme and IT Assistant
<p><b>Outline of tasks</b></p> <p>Primary responsibilities are –</p> <ul style="list-style-type: none"> <li>• Liaison with pilots seeking help to remain current whilst unemployed</li> <li>• First Line support for team's IT enquiries</li> </ul> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• Daily monitoring of 'Current' inbox: respond to and resolve enquiries</li> <li>• Responding to Requests for Quotes (RFQs) and liaison with Department of Work and Pensions (DWP)</li> <li>• Liaison with Approved Training Organisations (ATOs), instructors and customers to book in training sessions and ensure smooth running of workshop and sim events</li> <li>• Development of robust online, shared directory and filing system for management of course and workshop content</li> <li>• Ensuring GDPR compliance</li> <li>• Update website with course/workshop details and availability</li> <li>• 1<sup>st</sup> line (Office 365) support for our core team, mentors and members (users are all remote and a mix of Mac and PC based)</li> <li>• Research, source and negotiate suitable IT solutions</li> <li>• Ensure IT infrastructure integrity and security</li> <li>• General website maintenance, updates and development</li> <li>• Support the development of interactive resource libraries and e-learning materials</li> <li>• Ensures brand consistency throughout all comms</li> <li>• SME input in project development</li> <li>• General support for the Resilient Pilot team</li> <li>• Member of Resilient Pilot Operations Team</li> </ul>
<p><b>Specific skills required</b></p> <ul style="list-style-type: none"> <li>• Qualified pilot (ideally suited to newly qualified pilot recently graduated from flight training)</li> <li>• Familiar with Office 365 and able to interrogate and resolve related 1<sup>st</sup> line issues.</li> <li>• A working knowledge of GDPR compliance</li> <li>• Proficient using Office 365, Teams, word, powerpoint and excel</li> <li>• Zoom and Teams savvy</li> <li>• Web and IT savvy – some experience of CMS (content management systems)</li> <li>• Excellent communication skills – written and verbal</li> <li>• The ability to explain technical information to non-technical colleagues</li> <li>• Capable of working alone, remotely and using own initiative</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience working with Wix (applicants with demonstrable Wix CRM knowledge will score highly in screening process)</li> <li>• Graphical design/creation and/or animation creation experience</li> <li>• Experience in App design and creation</li> <li>• Additional language (any)</li> </ul>

**Location** – The role is home-based and the candidate will need to provide their own computer equipment of suitable quality as well as have access to reliable broadband to be able to effectively run Office 365.

Our team members are based around the globe, however our business is based in the UK. Occasional face-to-face meetings normally take place in the South/South East of England.

**Usual business hours/days (25 hours per week)** Weekly Ops Team meets take place on a Monday morning and monthly team meets on a Wednesday afternoon. Otherwise working hours are flexible providing you are willing to be flexible in return.

**Training and support**

- The successful candidate will be part of a small but growing team, mainly comprising volunteers.
- Training on using our web systems will be provided
- In addition, the successful candidate will benefit from free 'Plus' membership of Resilient Pilot's 'Resilient Crew Room' for at least the contract period. This will include being able to partake in any of Resilient Pilot's courses/webinars/workshops (as suited to their experience) either free of charge or at cost. These include industry specific employability skills training and CV support, and pilot competency training (for pilots and as relevant to experience level), as well as non-industry specific Continuous Personal Development (CPD) skills training.
- Membership of Resilient Pilot's Core team to help advise on future plans (monthly online meets)
- Weekly ops team meets to exchange ideas (online)
- Monthly mentoring/coaching with one of Resilient Pilot's founders (online)
- Regular 1:1s with line manager (online)
- Monthly Resilient Pilot full team meets (online)
- Utilising our airline connections, Resilient Pilot will also support the successful candidate (if they are a qualified pilot) in their endeavours to secure airline employment when airline recruitment recommences

Employability skills training and CV work will also be delivered by ALIN.

**Type of organisation – what you need to know about us before you apply.**

Resilient Pilot was established in April 2020 in direct response to Covid-19 to help keep the pilot community supported, current and connected.

We are a not-for-profit organisation, run by volunteers.

Our main focus is providing mentoring and we have a growing, international team of volunteer pilot and specialist mentors who provide mentoring support for the pilot community; whether considering training, in training or recently graduated, newly qualified or vastly experienced; still operational, furloughed or displaced; regardless of operational type and wherever they are in the world.

We are also developing a 'pick and mix' portfolio of courses, webinars and workshops (many free), to help pilots stay current and connected with the industry between now and whenever recruitment recommences.

This role will report to the COO. You will be working remotely and need to be happy working on your own initiative. Your responsibilities will be mainly focused upon maintaining a strong social media presence and finding ways to effectively communicate with our target audiences, but will also be required to provide support across our whole portfolio and will play an instrumental role in how Resilient Pilot evolves.

**Application Process:**

In the first instance send your contact details/contact information and CV if you have one to [kickstart@ALIN.org.uk](mailto:kickstart@ALIN.org.uk) and title the email with the vacancy you are interested in.

You will be offered a short virtual opportunity to find out more about the role and to talk to the ALIN team. Suitable candidates will then be scheduled for an interview with the employer.