



Sky Handling Partner



#JOB-2471885



Dublin Airport, Swords, Co. Dublin,



No of positions : 1



Paid Position



40 hours per week



37000.00 Euro Annually



25/09/2026



23/10/2026

How to apply

Application Method :

Not available



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Passenger Services Trainer

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Role:

The Passenger Services Trainer is responsible for the co-ordination, implementation and monitoring of all training requirements for the Passenger Services Department

Reporting to:

Learning and Development Manager/Company Management Team.

Job Functions:

Conduct and administer Passenger Services Training and Development.

To conduct induction and development training courses for new and existing staff.

Continually update Training Modules and Course Material.

Prepare the revision of training courses and implementation of new courses as required.

Drive an ethos of learning to aid in the process of Continual Improvement and Staff Development.

Assess and address audit findings by our customer airlines highlighting deficiencies in training and paperwork.

Integrate corrective measures post-audit/incident into training material.

Ensure new hire 'shadow' process is adhered to and follow-up on any issues highlighted.

Identify with management, training and staff development requirements in the Passenger Services

function and conduct training courses in specialised fields as required.

Co-ordinate the running of relevant courses and campaigns and ensure completion of all relevant reports.

On Line support / training for staff to ensure all staff are compliant with regulatory requirements.

Follow up with all staff regarding airline updates and ensure all are aware and compliant.

Memo monitoring for compliance for all to include the supervision and follow up of the read and sign procedure.

Maintenance of records pertaining to all PS training and staff development activities.

Ensure that dedicated training procedures and documentation are in place

Other duties will be assigned from time to time.

Key Performance Indicators:

Excellent Attention to Detail and Organisational Skills.

Positive "can do" Attitude

Computer Literacy with experience using 3 systems

Highly safety and security Conscious

Proven Leadership skills with experience in staff coaching desirable.

Must have a minimum of 4 years Passenger Services Experience and QQI or Fetac Level 6 qualification required.

- **Sector:** other service activities

Career Level

- Experienced [Non-Managerial]