



SENIOR CABIN CREW MEMBER ROLE BASED IN CAPE TOWN (CONTRACT)

The Senior Cabin Crew member is responsible for ensuring a professional, warm and smooth customer experience. Duties will include leading and supervising all White Desert cabin crew members, monitor and improve inflight service standards, performing safety checks, conduct pre-flight and post flight briefings, demonstrating safety routines and manage overall well-being of guests on board.

The Company

- Founded 20 years ago, a unique, multi-award winning company with high global reach (clientele and employees).
- The only company to offer a commercial private jet service to the Antarctic continent
- Renowned for their top end luxury and exclusivity
- Extremely complex value chain with extraordinarily high logistical expenses that enable transportation to, and accommodation of guests on the continent.
- Highly seasonal business which results in the need for careful planning in both the high and low seasons.

The Role

- Lead and supervise cabin crew members and provide oversight on board the aircraft
- Conduct pre-flight and post flight briefings with crew, liaise with operator SCCM and ensure necessary supplies and equipment are on board.
- Collaborate with operator SCCM after each flight, complete pertinent paperwork and ensure compliance with company regulatory policies and procedures.
- Monitor onboard service and maintain WD cabin standards, ensuring all cabin crew members provide a high level of service .
- Foster CRM and effective communication within crew.
- Ensures all operational safety, security and health and safety responsibilities are performed to the highest standards in accordance with Company Operations Manual, thus ensuring compliance with Regulators, the operator requirements and all other relevant legislation.
- Reports safety related issues through correct channels and is proactive in adopting the White Dessert / operator "Safety" culture.
- Always maintain safety compliance with Safety and Security Procedures training.
- Deliver world-class service excellence in line with our service standards and behaviours.
- Ensure compliance with all corporate policies and procedures in accordance with relevant legislation.
- As part of the cabin crew team, ensure that guests experience a clean, safe and professional cabin appearance always which may include preparing the passenger

cabin for departure in addition to security checks.

General

- The above outlines the primary responsibilities for the roles/duties, is not exhaustive and may be changed at any time, dependent upon the operational requirements of White Desert and within the parameters of the position; and
- In addition, there is an all-embracing expectation that each team member will work collaboratively within the team framework and that each team member is responsible for maintaining a supportive environment in line with the White Desert ethos.

The Person, required Experience and Skills

- The ability to remain calm in emergencies or when dealing with difficult passengers
- Ability to work nights, weekends, holidays, and extended hours
- Fluent in English and knowledge of other major languages
- Good health and fitness (Medical assessment passed)
- Minimum 2 years as Cabin Crew member in VVIP Charter
- Excellent interpersonal skills
- Effective time management
- Confident decision making
- Passion for customer service
- Outstanding communication skills (both written and oral)
- Emotional resilience
- A strong foundation in customer service, sales, travel and tourism
- Medically fit to meet regulatory requirements. Able to hold / obtain all required passes and documents (such as the ability to obtain and retain an airside pass)
- Hold a valid EASA cabin crew license
- Hold a valid passport (with minimum 12 months before expiry date) with unrestricted right work and travel globally.
- Undergo Criminal Record Check in the previous five years and be able to provide satisfactory references for the last five years.
- Be willing and able to work shifts covering 24 hours a day while in season
- Be willing and able to spend periods of time away from home and conduct stand-by duties in the proximity of your airport base.
- A willingness to be at home base: Cape Town, South Africa, for the duration of contract.
- Have a smart phone for business use.
- Wear the White Desert uniform to the required standard with no visible tattoos or body piercings. Tattoos or body piercings must never be visible on the body or through uniform clothing and MUST be able to be covered. Only tattoos that can be reasonably covered up are permitted. Plasters and bandages must not be used.

Location

- Cape Town, South Africa

Contract duration

- Training during the month prior to start of season (IF applicable)
- Season: 01 October 2025 to 28 February 2026.

Please send your CV to Careers@white-desert.com. Include the position you will be applying for in subject line.