

NETJETS

CABIN CREW RECRUITMENT JANUARY 2024

FAQ and HOW TO APPLY

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If you have any further questions regarding your eligibility, application, or the overall process,

please contact KURA via netjets@kuraairlineresourcing.co.uk

SECTION 1: THE APPLICATION PROCESS AND HOW TO APPLY

Before you begin

Please make sure you familiarise yourself with the role of a NetJets Cabin Crew Member.
[See Section 6: Role and Responsibilities](#)

[Please also ensure you are familiar with the timeline before you begin your application.](#)

[Applications can only be considered from candidates who have a maximum one-month notice period and who can commence employment in April 2024.](#)

Applying for this opportunity

If you believe you fit the profile, you need to complete and submit a short application form and upload supporting documents. For your application to progress you must first meet the mandated experience requirements.

When must I apply?

The application window opens on Wednesday 31st January 2024. Your application must be submitted no later than midnight on Saturday 3rd February 2024.

What happens after I submit my application?

Your application will be screened to ensure the mandated entry requirements are met in full. If your application is to progress, you will be advised of next steps within a few days of applying. Please ensure you upload all the required documents, in the correct format. **Note: [Incomplete applications \(correct documents not uploaded in required format\) will not be considered.](#)**

Do I need my Criminal Record Check for attending Stage 3?

We prefer you to have the CRC completed with certificate before you attend stage 3, but this can be done after you attend. If you have been living outside of Europe within the last 5 years, we strongly recommend you start this process immediately due to the timescale to receive your certificate.

Does my Criminal record check need to be written in English?

The CRC certificate must be in English, Portuguese or Spanish. Certificates in any other languages will need a separate translation which has been certified. Please note that a CRC is required from your country of residence for the last 5 years.

I have a UK Passport and I am currently resident in the UK. If I am successful in my application, is there anything I should know in advance if I want to relocate and operate out of a gateway outside the UK?

All employees must have the right to live and work in Europe and you might have to obtain a visa if you choose to relocate. As your ability to obtain a visa however is entirely dependent upon your specific circumstances, it is the responsibility of the individual to obtain the visa.

SECTION 2: APPLYING TO BECOME A NETJETS CABIN CREW MEMBER

Can you tell me what the mandated entry requirements are please?

- Professional experience:
 - Minimum of 5 years previous experience in aviation as Cabin Crew, **or**:
 - Minimum of 3 years previous experience in aviation as Cabin Crew **and** 2 years of office experience in NetJets Europe, **or**:
 - Minimum of 4 years previous experience in aviation as Cabin Crew **and** 1 year of office experience in NetJets Europe
 - [2 years of relevant experience \(within the past 10 years\) as Cabin Crew in Private Aviation or commercial aviation in legacy carriers in Business Class/First Class](#)
- Valid EU/EFTA/UK passport including the right to travel to the USA
- Current and clear criminal record for the past 5 years
- Must be fluent in English
- High school diploma or equivalent
- Valid/current EASA Cabin Crew Medical

In addition, you must be able to demonstrate:

- Initiative and drive to provide customer excellence
- Ability to handle pressure in stressful situations and be solution-oriented
- Safety awareness and focus

I understand the start date is April 2024. I have a 3-month notice period. Should I apply?

- No. On this occasion we can only accept applications from those who can start immediately or who have a maximum notice period of 1-month

Do you have a list of desirable requirements you are looking for?

- Silver service skills
- Other language skills, preferably German, French, Dutch or Italian
- Cabin Crew Attestation

Do I need to speak any specific languages other than be fluent in English?

No. But if you are fluent in German, French, Dutch or Italian it is advantageous.

Do I need to have previous experience in corporate aviation?

[You must have 2 years' experience \(within the past 10 years\) in corporate aviation OR business or first class in a legacy commercial carrier.](#)

Do I need to produce certificates of any aviation related courses I have passed and attended?

You need only provide certificates stated in the "Mandated" and "Desirable" Requirements.

Do I need to be proficient in silver service?

No, it is desirable but not a requirement.

I have no aviation experience but have experience in the hospitality industry. Can I apply?

No, you must have Cabin Crew experience.

Do I need to have a current EASA Cabin Crew medical certificate?

Yes, you must be able to produce a valid EASA medical at the time of application.

SECTION 3: THE SELECTION PROCESS

How can I best prepare for selection?

If you haven't done an online interview before, make sure you have Microsoft Teams installed on your laptop or device, try it out, make sure your internet speed is good; your surroundings are quiet and that you will not be disturbed. Dress appropriately whether on Teams or being interviewed in person.

Beyond this you can expect a mix of competency, strength based and knowledge questions. A wealth of information is available on the internet on how to prepare for a competency/strength-based interview. The group/practical exercises will be relevant to the role of a NetJets Cabin Crew but will allow you to draw upon your own knowledge and experiences which are valuable and something we want to know all about. Don't leave your preparation until the day before! Book your travel and accommodation well in advance.

Arrive early, have a coffee, and try to relax. We want to see you at your best and we will do everything we can to make the day as informative and enjoyable as possible.

What is the timeline for the recruitment process?

Stage 1	Application	31 Jan to 3 Feb 2024
Stage 2*	AON Aptitude Testing Online Interview	w/c 5 Feb 2024 w/c 12 Feb 2024
Stage 3**	Interview and Group/Practical Exercise/Drug & Alcohol Testing Locations to be confirmed	1 – 2 March 2024

*Please note these are separate stages and the online interview is subject to being successful on the online psychometric and aptitude tests. Candidates may be invited to either stage at any time in the period stated.

**No further stage 3 dates will be made available.

At what stage of the process can I expect to incur travel and accommodation costs?

Any accommodation/travel costs incurred at stage 3 of the selection process are the responsibility of the applicant.

How should I format my CV?

- Keep your CV to a maximum of 2 pages A4 if you can
- Avoid large blocks of colour
- If including a photograph, please ensure it is a recent one!
- Do not leave gaps in your career history
- We are interested in any hobbies and interests you have
- List any additional/specific training you have undertaken relevant to the role
- List your career history in chronological order with the most recent role first
- Tell us what you are doing now even if not flying
- Include any languages you speak

How should I upload my documents?

When uploading your documents please upload them as "Applicants Name – Document" for example "I Hall – High School Diploma" and "I Hall – CV" in PDF colour format. Your passport upload must be in colour. All documents must be complete with no corners cut off and in original colour.

I cannot attend the proposed Stage 3 dates stated, should I still apply?

The dates stated are the only dates available at this time.

I applied for a role with NetJets in 2022 but was not successful, can I re-apply?

We are unable to accept applications from candidates who were unsuccessful at stage 3 final assessment in the last campaign.

SECTION 4: POST-SELECTION / JOB OFFER / TERMS & CONDITIONS

Please can you provide details on pay and terms & conditions?

- Base Salary 48,350.00 euros
- Per diems whilst on duty
- Performance-based pay subject to company profitability and days flown
- Stable 6 on / 5 off or 7 on/6 off roster published 2 months in advance on the 15th of each month
- 22 vacation days in the first years
- Comprehensive company insurance plan including Bupa Gold for you and your family
- Company pension plan
- European Gateways System

If successful at all stages, will I be offered a job immediately or will I be offered a hold pool position?

Successful candidates should expect to be offered a job commencing April 2024. However, this may be subject to change.

SECTION 5: THE GATEWAY SYSTEM

How does the Gateway System work?

Unlike conventional airlines, NetJets Crew Members can operate out of 28 current 'gateway' airports throughout Europe. You can also change gateways, or even use temporary gateways if you wish to spend a very limited time in a particular country. This will be explained in more detail during the selection process.

- Crew members are responsible for ensuring they arrive at work rested and ready to operate.
- Permanent Gateway approval is subject to social security enrolment in the Gateway country, and this must be provided by the applicant before contract signing.
- A Permanent Gateway change will not be approved without presenting the respective country's social security number
- Although not connected to the Permanent Gateway approval, all Crew Members are still required to present the tax residency certificate.
- A residence address change will not be approved without presenting the tax residency certificate.

I don't have a Social Security number for the Gateway country I would choose to operate out of, but I am willing to get one. Can I still apply?

Yes, you are eligible to apply but must be able to provide a Social Security number prior to contract signing.

What are the current gateway airports?

EDDF, EDDH, EDDK, EDDL, EDDM, EDDS, Eddb, EGBB, EGCC, EGGW, EGKK, ELL, EGPd, EGPF, EGPH, EGSS, EHAM, EIDW, EKCH, EPWA, LEBL, LEMD, LEMG, LFSB (Swiss residency), LOWW, LPPT, LSGG (Swiss residency), LSZH.

SECTION 6: CABIN CREW ROLE AND RESPONSIBILITIES

PURPOSE OBJECTIVE:

Ensure, under the overall authority and responsibility of the Commander, cabin safety.

Form the link between the passengers and the flight crew.

Provide an optimum level of comfort and service for the company's customers, namely passengers, and by their courtesy, efficiency, thoughtfulness, and ready assistance, directly shape the company's image.

RESPONSIBILITIES:

- Carry out all necessary duties to ensure the safety and exceptional service of all flights and passengers, in accordance with the procedures and instructions in the relevant Company manuals, including procedures and additional duties allocated by the Pilot in Command.
- Report to the Pilot in Command any fault, failure, malfunction or defect that may affect the airworthiness or safe operation of the aeroplane, hazards or safety concerns identified within the planned operation.
- Check the emergency and catering equipment.
- Report to the Pilot in Command any incident that has endangered, or may have endangered, the safety of the operation.
- Comply with the Company safety reporting system.
- Ensure that all luggage is stowed in accordance with the safety standards in the cabin, and that all baggage is handed over after the flight to the passengers, FBO, or Flight Crew.
- Maintain familiarity with relevant Portuguese State, EU, AIR OPS, ICAO air legislation, and agreed aviation practices and procedures.