

Access Control Officer

Division:	Stobart Aviation
Location:	London Southend Airport
Shift Pattern:	Monday to Friday, 40 hours, with hours varying between 0600 hours through to 1800 hours.
Salary:	£18,8540 per annum, rising to £19,096 after probationary period
Reporting to:	Security Shift Controllers

Stobart Group:

Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy, and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

You will be working in the Security Team, manning a main access point for airport tenants and stakeholders. You should be able to demonstrate a hardworking, adaptable attitude and be able to thrive on delivering an outstanding level of customer service to all airport staff, tenants and visitors. A background in the aviation industry and a customer service environment would be an asset.

You should be able to exhibit a hard-working, adaptable attitude, and be able to demonstrate excellent communication skills and a proactive approach to all work requirements.

The ideal candidates will have excellent communication skills and proactive approach to all work requirements and a team-centred ethos. Confident, and with a professional approach at all times that enables effective resolution of conflicts, and the delivery of relevant solutions. Ability to consistently follow standard processes and procedures in order to maintain an efficient and safe working environment.

What will I be responsible for?

- Carry out access control duties in accordance with the latest CAA regulations.
- Security duties including but not limited to Access Control & I.D. Checks.
- Provide and maintain an excellent standard of customer service.
- Work cohesively as part of the team so as to maximise co-operation leading to the efficiency and effectiveness of the operation.
- Liaise and work together with other departments to ensure our customers receive a high standard of service.
- Deal with customer complaints/problems, at source where possible, keeping line management informed.
- Ensure a record of any incidents/accidents involving customers, staff, equipment & aircraft are reported immediately to your line manager.
- Ensure all paperwork and administrative duties are completed in a timely manner and relevant information is forwarded where appropriate.
- Ensure compliance of all CAA, HSE and LSACL procedures at all times, keeping fully updated with changes to procedures or new procedures.
- Undertake other activities to support the needs of the business as required



Qualifications and Experience:

- Ability to successfully complete a colour visual test is essential
- Experience in security is an advantage
- Experience in working with the public is an advantage
- Experience of working in an airport environment is an advantage
- Must have resided in the UK for the last 3 years
- Must have a clear DBS record
- Must be able to obtain a Counter Terrorism Check (CTC)

How to Apply:

All applications should be made by submitting an up to date CV with a covering letter detailing why you are the best fit for the role to: LSAHR@southendairport.com

Stobart Group is committed to equal opportunities for all, and we provide a fully inclusive and accessible recruitment process. Should you need any documents in a different format, or require any further support or assistance, please contact the HR Team on 01702 538626 or email LSAHR@southendairport.com

The successful applicant will be rewarded with a package including company pension scheme and uniform.

For Stobart employees: You must inform your line manager in advance if you are short-listed for an interview.

