

## Surface Access Customer Service Assistant

<b>Division:</b>	Stobart Aviation
<b>Location:</b>	Southend Airport
<b>Shift Pattern:</b>	Monday to Sunday, 42 hours per week, various shift patterns
<b>Salary:</b>	£18,540 per annum
<b>Reporting to:</b>	Operations Manager – Surface Access

### 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?

This role will support the smooth running of airport operations, the focus being on delivery of Surface Access functions. Surface Access includes all modes of transport passengers and staff choose to utilise to travel to and from the Airport.

### What will I be responsible for?

- Monitoring car park and other management systems, undertaking minor equipment maintenance tasks and working with contractors to ensure upgrade and repair works are completed.
- Access and Egress control.
- Emptying and loading pay machines, assisting colleagues with the banking process.
- Engaging with and assisting passengers via telephone, email and through the intercom system.
- Ensuring contractors, concessionaires and partner operators undertake their business in line with contracts and airport procedures.
- Monitoring certain CCTV systems, undertaking patrols and reporting through the relevant teams.
- Accurate record keeping, producing financial and operational performance reports.
- Assisting colleagues in other divisions to ensure passenger experience is as seamless as possible whilst transitioning through different areas of the airport.
- Liaising with the airport management team, stakeholders and the emergency services.

### Qualifications and Experience:

- Maths & English at GCSE C grade or equivalent
- CCTV/SIA licence is an advantage
- Demonstrable experience of working in a customer focused position
- Experience of working in the rail, parking, or security industry
- Computer literate
- Able to communicate effectively at all levels
- Ability to work alone, making decisions, and able to work as part of the wider airport team
- Good problem-solving skills, and able to remain calm under pressure
- Good telephone manner and skillset



## How to Apply:

All applications should be made by submitting an up to date CV, along with a covering letter outlining why you feel you are suited to this role, to: [LSAHR@southendairport.com](mailto: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](mailto: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.

