

Security Duty Manager

Division:	Stobart Aviation
Location:	Southend Airport
Shift Pattern:	40 hours per week, various shift patterns
Salary:	£23,000 to £27,170 per annum, dependant on experience
Reporting to:	Head of Security

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?

To be part of a motivated team of Security Staff carrying out Aviation Security Duties in accordance with the DfT/CAA, whilst offering an exceptional level of customer service.

What will I be responsible for?

- To oversee the delivery of a compliant security operation that reduces the risk to the customer, by ensuring that the standards set by the DfT/CAA are met in full
- To monitor the overall performance of the team and take proactive measures to ensure the best provision of security services within the scope of the position
- To ensure a knowledge and understanding of all appropriate security responsibilities as detailed within the Standard Operating Procedures (SOP's) and Airport Security Programme (ASP)
- Control, plan, and oversee the team roster, and ensure adequate staff are on shift to carry out all security duties
- Effectively manage and control staff annual leave ensuring that all staff take their yearly entitlement
- Conduct all back to work interviews, also Drugs & Alcohol testing (where appropriate)
- Report writing
- Conduct and record all staff assessments and advise the Training Dept/Compliance advisor regarding re-training where required
- To carry out and successfully pass 6 monthly NXCT (where appropriate) and yearly Security Refresher training in accordance with current regulation
- To maintain, operate and test security equipment in accordance with current Operating Procedures and highlight or act upon any equipment failures or performance deterioration
- Assist with delivery of the London Southend Training programme
- To oversee any new starts 40 hours 'OJT', completing the relevant paperwork within that timeframe
- To record and maintain relevant documents as required by the airport authority
- To liaise with airline staff regarding passenger security issues
- Liaise with airport management regularly on the security operation
- Investigating incidents and accidents and taking appropriate remedial action where standards have not been met or where improvements can be made.
- To comply with all legal and statutory obligations applicable to this role
- To ensure that systems and procedures introduced by the company are effectively implemented and adhered to
- Act as a focal point to ensure compliance from all aspects
- To be committed to the delivery of exceptional customer service, by setting out to exceed customer expectations.
- To resolve any customer questions or complaints in a professional manner, in order to enhance the reputation of the airport



Qualifications:

- Level 1 Security Trained
- Must be able to attend and successfully pass GSS/L2 course

Experience:

- A strong understanding of the Threat to Aviation
- Strong operational and leadership skills
- Effective communication and relationship building
- Service delivery and maintenance of compliance focused
- Accuracy in both theoretical and practical workplace. Applications – an eye for detail.
- Good organisational skills
- Able to influence and manage change
- A problem solver – an ability to work on one’s initiative
- Ability to deal effectively with difficult people
- Previous Supervisory experience
- Sound understanding of passenger screening process
- Coaching, leadership and development skills
- Personal Development Reviews/Appraisals
- Monitoring, mentoring and assessments of operations and personnel
- Computer literate, and experience using various computer packages
- Thorough understanding of industry standard, security related technologies and screening equipment
- Collation and verification of all operational, regulatory and company documentation
- Compilation and maintenance of all training record and associated databases

How to Apply:

All applications should be made by submitting an up to date CV and covering letter 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

