

Security Agent

Division: Aviation

Location: London Southend Airport

Shift pattern: Applicants must be available to work various shifts across the whole 24-hour operation.

Hours: We have opportunities for Full-time (40 hours p/w) Part-Time positions (24 hours p/w) and Zero-hours.

**Salary: Full-time £18,311 per annum
Part-time £10,894 per annum
Zero Hours £8.80 per hours**

Reporting to: Shift controllers

What's the role?

You will be working in the Security Team, providing the smooth and timely processing of passengers and carrying out aviation security duties across the airport. You should be able to demonstrate a hardworking, adaptable attitude and be able to thrive on variety in the workplace. A demonstrable background in the aviation industry and a customer service environment would be an asset.

The ideal candidates will have excellent communication skills and proactive approach to all work requirements and a team centred ethos. Confident and professional approach at all times that enables effective resolution of conflicts and 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 security screening of passengers and baggage in accordance with the latest CAA regulations.
- ✈ Security duties including but not limited to Patrols, 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:

- Full UK Driving License is essential
- Security experience is an advantage
- Experience in aviation is desirable
- Ability to successfully complete a colour vision test is essential

How to Apply:

All applications should be made in writing to Human Resources at LSAHR@southendairport.com with:

- An updated CV and a covering letter- stating which position you wish to apply for, or an Application form

Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check and Counter Terrorism Clearance.

Please also note that only applications made directly to lsahr@southendairport.com will be accepted. Applications made through third-party websites will not be considered.

Please provide details of relevant skills, experience and qualifications to support your application.

If you have not received a response from us within 4 weeks please assume that, regrettably, your application has been unsuccessful