<table>
<thead>
<tr>
<th>Job title</th>
<th>Security Agent</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>Security Duty Manager</td>
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<tr>
<td></td>
<td>Supervisor</td>
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<tr>
<td></td>
<td>OPS Controller</td>
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<tr>
<td>Responsible for</td>
<td>N/A</td>
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1. Purpose and Scope

Responsible for carrying out the appropriate defined security processes and procedures in accordance with company policies and values.

Aviation Security Services on a shift by shift basis across:

- Aviation Security (Passenger Security)
- Corporate Security (Employee and Infrastructure Security)
- Third party oversight of Airport stakeholders including airside operators/tenants

A uniformed role working primarily at the following locations:

- HBS Screening Area
- Central Search
- Vehicle Control Posts
- Airfield and other Airport facilities as required.
- Operations Control.
- ID Unit.
- Security Vehicles.

2. Key Responsibilities and Role Outputs.

Safety

- To ensure knowledge and understanding of all appropriate safety responsibilities as detailed in the Aerodrome Manual.
- To carry out duties in a manner which minimises the incidents and accidents within your Department, particularly promoting a safe working environment.
• To advise your Manager of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting safety of which they are aware.

• To report any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting safety of which they are aware.

Security

• To ensure knowledge and understanding of all appropriate security responsibilities as detailed in job description and other relevant policy documents.

• To ensure that standards set at security training courses are adhered to. To ensure a knowledge and understanding of all appropriate security responsibilities as detailed in the Security Procedures Manual.

• To advise the Security Manager of any security occurrence or system failure and to identify and report any situation of potential risk or concern affecting security.

• Perform duties in a manner that supports both the team and individual’s performance.

• Perform duties in accordance with training provided and departmental procedures.

• Carry out appropriate facility inspections in accordance with departmental procedures.

• Carry out patrols and searches in accordance with departmental procedures.

• Maintain, operate and test security equipment in accordance with and at intervals prescribed in relevant departmental instructions and highlight or act upon any equipment failures or performance deterioration in accordance with departmental instructions.

• Provide a high standard of customer service, in line with the Customer Service Commitment acting in a professional manner at all times.

• Monitoring Cardiff Airport property utilising security monitoring facilities. (e.g. CCTV)

• Keep appropriate records as required by departmental procedures.

Key Performance Indicators

• To ensure the delivery of operational key performance indicators as defined by your Manager.

Financial

• To be aware of the costs associated with the scope of the role and to strive to provide value at all times.

Stakeholder Relationship

• To interface with relevant internal and external stakeholders, positively promoting the Airport, in line with the Customer Service Commitment
Fitness

- To maintain a level of fitness that permits the employee to be deployed to carry out any security duty listed – duties include lifting of bags, movement of baggage on conveyors, climbing in/out of vehicles, operating machinery including that which emits ionising radiation.
- Staff shall have and maintain the mental and physical abilities and aptitudes required to carry out their designated tasks effectively.

Emergency Response

- To provide an emergency response role as defined in Cardiff Airport Emergency documentation.

Example Tasks

- Response to security and emergency incidents as per Cardiff Airport Emergency documentation (including outside of normal working hours)
- Produce required reports for the Security Manager
- Conduct tests to establish serviceability on Security equipment, including X-ray machines, Security Scanners, HHMDs and WTMD.
- Conduct security inspections and searches of vehicles.
- Operation of security equipment including X-ray machines and WTMD.
- Monitoring CCTV system and alarm systems.
- Response to alarm systems
- Boarding card inspections.
- Monitoring loading, off-loading and screening of baggage at search points.
- Maintaining logs and recording information.
- Liaising with other operational departments and stakeholders including DfT, Border Force, CAA, and South Wales Police.
- Search and screening of persons and baggage.
- Liquid testing and Trace detection procedures.
- X-ray screening of bags and other items (When trained).
- Handling of suspicious articles and confiscation of non-compliant articles.
- Disposal of prohibited items.
- Access control including security identification inspection and validation.
- Guarding arrival doors.
- Operation of gates/entry mechanisms
- Inspecting and response to fire alarms
- Carrying out fire evacuation procedures including fire warden duties.
- Guarding aircraft.
- Dealing with disruptive passengers.
- Escorting duties both on foot and by vehicle where authorised.
- Airside and landside security patrols both on foot and in a vehicle (where authorised).
- Responding to first aid calls and administering first aid (where trained)
• Control and issue of airport keys.
• Carrying out programmed security inspections and additional inspections as required of CWL facilities.
• To issue Temporary/Escorted Passes as required
• To work collaboratively with all departments across the airport team.
• To ensure duties are carried out within other departments such as the PRM department, Support Operative team and the Executive Lounge, when required and available to do so.

The above list is not exhaustive, due to business needs individuals may be required to carry out additional duties.

This is a uniformed role and employees are required to meet the standards set out in the company uniform policy.

To ensure maximum efficiencies within the operation and to support customers, flexibility is essential. Individuals will be required to assist in other areas of the business. The employee acknowledges that working hours, roster patterns will change in order to meet the needs of the business, sometimes with short notice.
3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

Employee Signature: _______________________________ Date: ________________
### 4. Skills, Knowledge and Experience

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<thead>
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<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• A good level of general education demonstrating good verbal and written skills.</td>
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<td>GCSE English</td>
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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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| • Experience of dealing with customers on a face to face basis. | | Security Experience  
Customer Service experience within a retail or aviation environment. |

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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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| • A commitment to upholding high standards of service to customers.  
• An understanding of the principles of Equality, Diversity and Inclusion. | | |

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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| • Good communication skills.  
• Ability to understand and act consistently with the aims and objectives of the security programme and Airport.  
• Able to work in internal and external environments.  
• Proactive and determined to deliver an excellent service.  
• Ability to lift minimum of 10kg unaided. | | Ability to be able to stand or sit for lengths of time. |

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<th>General</th>
<th>Essential</th>
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| • Highly motivated and dynamic individual.  
• High levels of integrity and trust.  
• Ability work under pressure and to achieve outcomes.  
• Professional and confident. | | |

*Employee Signature: _______________________________ Date: ________________*