

<b>Job title</b>	<b>Security Agent- Cardiff Airport &amp; St Athan</b>
<b>Reports to</b>	<b>Security Supervisor</b>
<b>Responsible for:</b>	<b>N/A</b>

## 1. Purpose and Scope

The role is responsible for carrying out the appropriate defined security processes and procedures in accordance with company policies and values across Cardiff Airport and St Athan.

The role provides 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.

The role is uniformed working primarily across both sites:

- Hold Baggage Screening Area
- Passenger search areas.
- Vehicle control posts.
- Airfield and other Airport facilities as required.
- Operations Control.
- ID Unit.
- Security Vehicles.

## 2. Key Responsibilities and Role Outputs.

- 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 Supervisors 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 and St Athan property utilising security monitoring facilities. (e.g. CCTV)
- Keep appropriate records as required by departmental procedures.
- To ensure the delivery of operational key performance indicators as defined by your Manager.
- To be aware of the costs associated with the scope of the role and to strive to provide value at all times.
- To interface with relevant internal and external stakeholders, positively promoting the Airport and St Athan sites, in line with all policies.
- 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.
- To provide an emergency response role as defined in Cardiff Airport and St Athan Emergency documentation.
- Response to security and emergency incidents as per Cardiff Airport and St Athan Emergency documentation (including outside of normal working hours)
- Conduct tests to establish serviceability on Security equipment, including X-ray machines, Security Scanners, HHMDs and WTMD as directed by supervisors.
- 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.
- To issue Temporary/Escorted Passes as required

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

The following Health & Safety accountabilities and roles apply to both Cardiff Airport and St Athan ensuring consistency across both sites.

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

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good level of general education demonstrating good verbal and written skills.</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE English</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with customers on a face to face basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Security Experience</li> <li>• Customer Service experience within a retail or aviation environment.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A commitment to upholding high standards of service to customers.</li> <li>• An understanding of the principles of Equality, Diversity and Inclusion.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Ability to understand and act consistently with the aims and objectives of the security programme and Airport.</li> <li>• Able to work in internal and external environments.</li> <li>• Proactive and determined to deliver an excellent service.</li> <li>• Ability to lift minimum of 10kg unaided.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to be able to stand or sit for lengths of time.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Highly motivated and dynamic individual.</li> <li>• High levels of integrity and trust.</li> <li>• Ability work under pressure and to achieve outcomes.</li> <li>• Professional and confident.</li> </ul>	

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_