

Job title	Terminal Services Assistant
Reports to	Terminal Operations Manager PRM Team Leaders & Site Support Team Leaders
Responsible for:	N/A

1. Purpose and Scope

Cardiff Airport is committed to providing a very good standard of service to its passengers, including people with disabilities. The Terminal Services Assistant role will, therefore, provide assistance to passengers upon request. Duties will include greeting passengers and assisting with collecting from car parks, check-in, boarding and disembarkation procedures.

You will also be responsible for maintaining excellence in terms of presentation and cleanliness across all areas of the airport, upholding high standards of health and safety and always providing first class customer service

The role will also involve supporting the Airport Duty Manager to present arriving international passengers to UK Border Force Egates in the Passport Control Hall.

2. Key Accountabilities and Role Outputs

- To meet, greet and assist pre-booked/non-booked passengers in a timely manner and manage their individual needs.
- To assist passengers throughout the terminal, car parks and drop-off zones, if required.
- To assist passengers with check-in, security procedures and boarding if required.
- Operate and drive airside ambulift
- Act as banksman for airside ambulift
- Operate and drive landside minibus
- Desk duties to include updating PRM software system and managing bookings
- Ensure passenger information is stored securely and used in accordance with Data Protection principles.
- To use any equipment associated with the role in accordance with safe operating procedures and report any defects immediately.
- Assist presenting arriving passengers to UK Border Force Egates.

- To ensure that the Airport is always clean and tidy by keggling, dusting, mopping, sanitising, removal of litter, emptying bins, vacuuming, ensuring Terminal is in first class presentation.
- To inspect designated areas as directed and to update inspection documents to reflect daily/hourly cleaning.
- To use cleaning materials and equipment/machines as appropriate and in line with H&S guidance, referring to manufacturer's instructions and COSHH regulations as required.
- Awareness of janitorial/consumables stock levels and highlighting low levels to the Support Ops Team Leader.
- To take pride in a job well done, committed to achieving high standards of cleanliness and hygiene.
- To understand and consistently follow Health and Safety regulations in respect of yourself and others.
- To work on your own initiative, without supervision when required, but also as part of a team.
- To present a professional, corporate image.
- To always demonstrate excellent standards of customer service.
- To alert any anomalies or issues across the Airport, to the Airport Duty Management Team immediately.
- To undertake additional duties, commensurate with the role, as required
- To collaboratively work across the Cardiff Airport Team.

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.

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good Level of education. 	<ul style="list-style-type: none"> • GCSE English or equivalent • NVQ Customer Service • First Aid
Experience	<ul style="list-style-type: none"> • Customer service facing experience in a similar role 	<ul style="list-style-type: none"> • Working with people with hidden & visible disabilities • Manual handling of persons
Knowledge	<ul style="list-style-type: none"> • Knowledge of H&S requirements in relation to role. • Knowledge of cleaning procedures. • A commitment to the principles of equality, diversity and inclusion. 	<ul style="list-style-type: none"> • Demonstrate ability to carry out tasks in line with company procedures & COSHH
Skills	<ul style="list-style-type: none"> • Excellent customer service skills. • Basic computer literacy, experience of Microsoft office products • Ability to work independently and as part as a team. • Ability to develop effective working relationships. • Good communication skills, both verbal and written. • Able to work in internal and external environments. • Full valid driving licence 	<ul style="list-style-type: none"> • D1 Category on Driving Licence
General	<ul style="list-style-type: none"> • Good physical health • A positive, can-do attitude. • Flexible approach to working hours & shift patterns. • Ability work under pressure and to achieve outcomes. • Professional and confident. • Highly motivated and dynamic individual. 	<ul style="list-style-type: none"> • Willingness to undertake multiple manual handling duties daily.