

## JOB DESCRIPTION

**JOB TITLE:** Welcome Host

**LOCATION:** London Gatwick Airport

**REPORTING TO:** Site Supervisor

**Pay rate :** £12 per hour

**Paid Lunch** £5 a day

**Shift Pattern will be 4 on 2 off, Monday to Sunday , circa 12h per day**

### OUR VALUES AND BEHAVIOURS

**Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

**Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.

**Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

**Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

**Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

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### OVERVIEW OF JOB DESCRIPTION

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As Welcome Host you will be an integral part of the Test Centre Team, contributing to its success.

Reporting to the Supervisor on site, you will work alongside other colleagues and other partners to deliver brilliant customer service to test members of the public. Hours of work to cover a 7 days a week operation including bank holidays.

It is a vital role to the Operations service delivery. Staff will on occasions be expected to extend shift times and change their start times with reasonable short notice and be flexible to work across the Heathrow Site.

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Why join us ?

- You will be at the forefront in supporting the return of global Aviation!
- Free parking at the Heathrow Express Test Centre (drive thought only)

- £5 meal payment paid per shift (subject to tax)

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### **Main Duties & Responsibilities:**

- Meet and greet customers arriving at the drive through swab station
- Use QR readers to scan customer's QR codes to verify they have paid for a test and have arrived on time for their scheduled booking
- Check the customer's ID (passport or driving license for general public. Passport and booking reference number for passengers. Staff ID card if airport or airline employee)
- For customers who have not paid, direct them to the relevant zone and provide help with accessing the ExpressTest website to buy a test and book the next available slot.
- Dependant on the site, support with car marshalling duties direction customers to the appropriate lanes.
- Deliver brilliant care at test centres, responding quickly to all customer needs while reassuring individuals, where required throughout.
- Follows the high presentation standards, and understand their legal obligation for the site to operate safely.
- Comply with all safety rules and procedures to ensure your own safety and that of colleagues and patients at all times
- Follow the appropriate infection control measures where relevant including any PPE requirements. (PPE is provided where necessary)
- Share knowledge and insights with other members of the team so we can learn together
- Fully understand the end to end service.
- Applicants must be in general good health and not classified as in any of the COVID current high-risk groups therefore:
  - Must not have a long term condition
  - Must not be pregnant
  - Must not have a weakened immune system through medical conditions or therapy
- Applicants must consider the following
  - Willingness to work outside (weather protection will be provided)

### **Person Specification:**

## **Essential**

- Ability to communicate with empathy and confidence with individuals
- A supportive approach to others, and an ability to relate well to colleagues and passengers
- Capacity for hard work / standing on feet and high expectations of self and passengers
- Strong communication and organisational skills
- In addition, applicants must consider the following: Willingness to work outside (weather protection will be provided)

## **Desirable**

- Be able to provide us with the risk status of family members in the same household.

## **HEALTH & SAFETY RESPONSIBILITIES**

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

## **NOTE**

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.