

## JOB DESCRIPTION

**JOB TITLE:** Catering Agent

**LOCATION:** London Heathrow Airport

**REPORTING TO:** Security Duty Manager

**Direct Reports:** N/A

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### 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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### Main Duties & Responsibilities:

We have exciting opportunities for Security Agents within IPS for our American Airlines security contract. As our catering security agents, you will be responsible to ensure all the catering items are security checked as per the American Airlines, DfT, TSA and local operating regulations

### Responsibilities include:

- Checking all the food carts as per requirement which involves pulling and pushing the carts.
- Frequent sitting / standing up bending to check the food trays.
- Working in cold atmosphere (the workplace is in a freezer)
- Standing for long period of time

### Person Specifications:

- Reliable, conscientious with an eye for detail.
- Physically fit as job requires long hours of standing.

- Enthusiastic and flexible approach.
- Capable of working independently.
- Resilient with the ability to work under pressure.
- Flexible and available according to operation needs.
- Experience in working in the food industry would be an advantage.
- Good communication skills in English – both oral and written.
- 5-year checkable work/education history.
- Right to work and live in the UK.
- Must be resident in the UK for the last 3 years.
- Must be able to pass a Criminal Records Check, DBS and CTC check for Aviation.
- Applicant must be able to travel to Alpha LSG catering unit in Heston (04:00 start).
- Applicant must maintain ongoing compliance in training (which will be provided).
- Subject to passing catering classroom training, on-the-job training and obtaining Heathrow Airport Pass and passing CTC checks.

### **Essential**

- UK Driving License
- Background / understand of aviation
- Previous experience in industrial cleaning
- A general understanding of H&S legislation
- Computer literate

### **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.