

## JOB DESCRIPTION

**JOB TITLE:** Security Agent LHR

**LOCATION:** London Heathrow Airport, TW6

**PAY RATE:** £9.30 per hour

**REPORTING TO:** Security Supervisor

---

### 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.

---

### OVERVIEW OF JOB DESCRIPTION

To be a Team player, working on the frontline of Customer Service and Security whilst delivering the highest of standards of Contract Compliance. A professional who is trained and able to operate to all the agreed Company and Customer Procedures and Policies.

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

##### General Security Checks

To ensure that all general security checks around the Customer Operations are undertaken as directed by the Security Duty Manager/Supervisor and in accordance with the specified laid down rules and requirements. The Security agent will perform body searches / baggage searches on customers and Staff. Area and Asset searches will also be performed.

These general security checks are conducted in accordance with CAA / TSA regulations and for the protection of the customers People, Assets and Property.

##### Access control (All Areas)

To carry out full and effective access control procedures on persons and vehicles in the Customers location as directed by the Manager and in accordance with CAA regulations and the Customer requirements. All access control occurrences will be recorded in the daily log and reviewed for audit purposes.

#### Customer (Passenger) Relations

To provide a good level of customer service in all day-to-day dealings with the passengers and respond effectively and sympathetically to their needs, without compromising on the laid down security standards.

#### Maintenance of Security and Compliance Standards

To report any security or compliance breaches or issues of concern to the Manager immediately they occur in order to safeguard and protect the interests of the Airport/Customers Locations.

#### Contact with other Airport and Airline Staff

To maintain a positive and effective working relationship with Airport / Airline staff at all times and provide a responsive and helpful service according to their needs.

#### Health and Safety

All health and safety issues in the workplace and reporting of all accidents and any “near misses”/incidents to the Line Manager and ABM Health and Safety Advisor, using the correct procedures and forms as specified. Ensure that all provisions of the Health & Safety at work at, “COSHH” regulations and any other legislations and regulations governing the work are fully complied with.

#### Setting an Example

A professional appearance with uniform standards to the highest levels. To set a positive and highly professional example to ABM and its customers. Being flexible with the ever-changing demands of the Operations and maintaining an exceptionally good attendance record.

#### Other

Undergo any reasonable task requested

#### **Person Specification:**

- Flexible with business Operational requirements
- Good English language skills
- Able to work early from 05.00 am and late up to 22.00
- Smart appearance and good grooming standards
- Positive engagement with people skills
- Vigilant and thorough with all company processes

## Essential

- Energetic
- Motivated and willing to serve customers.

## Desirable

- Skilled in languages

## 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

All security personnel are required to be vetted in accordance with Guidelines on Security Screening (BS7858) covering a period of five years. Failure to accurately and fully disclose work history may be detrimental to gaining employment with ABM. You will need to be able to evidence a minimum of 5 year's written work history – this evidence needs to include any gaps of over 31 days and periods of self-employment. Successful candidates will be vetted by ABM before employment is confirmed. ABM take the vetting process extremely seriously and have a dedicated team who validate employment and investigate gaps. For this, candidates who are invited for an interview must be able to provide a full 5 year or back to school work history, accounting for any gaps and proof of right to work, address and SIA DS licence. Failure to provide this evidence will result in ABM not being able to comply with the BS7858 Standard (the British Standards Institution for screening individuals employed in a security environment) and therefore no offer of employment is able to be made

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.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***

