DIVISION: Birmingham Airport Services Limited

DEPARTMENT: Security & Passenger Services

POST TITLE: Security Officer

GRADE: Security Officer

DATE: February 2015

Job Purpose

Responsible to the Head of Security & Passenger Services, reporting through the Security Managers/Supervisors to perform aviation security duties at Birmingham Airport, in conformity with the National Aviation Security Programme and Security Local Operating Procedures. This role reflects the exceptional customer service skills required to ensure that passengers have a safe and efficient passage within an efficient and friendly environment.

Main Duties and Responsibilities

a) To control access into restricted areas of the Airport.

b) To carry out security ID and boarding card checks and physical searches to a minimum of Civil Aviation Authority (CAA) standards of all persons and articles carried, requiring access into the Central Search Area.

c) To respond to emergency incidents following the agreed procedures.

d) To carry out escort duties, including special events when required.

e) To consistently demonstrate the positive behaviours required to support the Company’s Brand Values.

f) To undertake foot patrols of operational areas and designated routes.

g) To maintain a log of all incidents and provide written and verbal reports to the Security Manager and Security Supervisor.

h) To be compliant with Aviation Security local operating procedures, working practices and protocols.

i) To undertake Computer Based Training as stipulated by the CAA.

j) To undertake mandatory Security Training as stipulated by the CAA.

k) To meet compliance targets as stipulated by the CAA and the Security Management Team.

l) To participate in a culture of continual improvement by fully participating in the success of the business and own self development.
m) To utilise equipment only as trained in how to do so.

n) To achieve an acceptable level of competence which is continuously measured through relevant performance evaluation means.

Customer Focus

o) To maintain a proactive dialogue with internal and external customers, responding to feedback appropriately, to maximise customer satisfaction.

p) To consistently treat passengers with courtesy and respect.

q) To fully participate in the Company’s Customer Service Programme “Great People” as required.

Teamwork

r) To provide support to colleagues through effective teamwork.

s) To ensure that an efficient, effective and consistent level of service and availability is provided to colleagues.

t) To consistently treat colleagues with courtesy and respect diversity.

Safety

u) To ensure all Health & Safety responsibilities are discharged and to maintain compliance with best practice and legal requirements.

v) To undertake and successfully complete all training modules in order to meet company Health and Safety standards and CAA standards.

Flexible Approach

w) To be fully flexible in terms of availability to support the rostering requirements of the post to sustain the operational requirements of a 24hrs per day/7days per week Airport.

x) To carry out such other duties commensurate with the grading of the post which may be determined from time to time.

The Airport Company reserves the right to vary the duties and responsibilities of staff under conditions prescribed in local agreements. Thus, it must be appreciated that the above duties may be altered as the future changing needs of the service may require.

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