



JOB DESCRIPTION

Job Title: Security Agent

Department: Operations

Reporting To: Security Supervisor

Place of Work: City of Derry Airport

Job Purpose

The purpose of this role is to ensure the integrity of all passengers, staff and their belongings are safe for carriage onto an aircraft. In addition and in line with security agent accountability, other aviation security related duties will be covered including but not exclusive to, aircraft search, aircraft guarding, mobile x-ray search team.

Where training is required, training will be provided to ensure that security agents are both confident and competent to carry out the tasks required.

Principal Accountabilities

1. **Hold Baggage Screening**
 - a. Responsible for the operation of HBS related equipment inclusive transfer and out of gauge, to the standards defined in the Security Protocols and Security Operational Procedures.
 - b. Security Agents will be required to operate HBS equipment on a standalone basis in the event of an increase in the security threat level or for Contingency Planning purposes.
2. **Physical Search of passengers, staff and their belongings**
 - a. Physically search passengers and staff to the required standard as defined in the S.O.P's.
 - b. Physically search aircraft (incl those under threat), vehicles and buildings.
 - c. Operate baggage X-rays to security screen items carried by passengers and staff.
 - d. Load and orientate baggage onto an X-ray as defined in the S.O.P's.

3. **Control of Access (passenger areas)**
 - a. Check and validate any documentation that confirms an individual's eligibility to travel i.e. Boarding Card, Ticket.
 - b. Control the flow of passengers and staff onto a search lane so that the process and integrity of the search teams is not compromised.
 - c. Operate any equipment provided that is used to enhance the security standard or defined within the scope of the contract.
 - d. Complete documentation as required to record confiscated items, items to aircraft and any other documentation as required by the contract client to carry out passenger screening duties.
4. **Control of Access (staff areas)**
 - a. Check and validate security passes to confirm an individual's eligibility to access into the airport's restricted or control zones as defined in the S.O.P's.
 - b. Control the flow of staff and visitors onto a search lane so that the process and integrity of the search teams is not compromised
 - c. Operate any equipment provided that is used to enhance the security standard or defined within the scope of the contract.
 - d. Check vehicle documentation to ensure compliance as defined in S.O.P's.
 - e. Check and security screen vehicles as defined in the S.O.P's.
5. **Patrol Duties**
 - a. Carry out patrols of the restricted zone on foot or in a vehicle to the standard defined in the S.O.P's.
 - b. Carry out patrols of any other areas as instructed and agreed with the contract client.
6. **Driving Duties**
 - a. Carry out general driving duties.
 - b. Carry out general driving duties in all areas, including ground movement controlled areas for escorts, patrols, or emergency.
 - c. Drive, position and set up Mobile X-ray.
7. **Emergencies**
 - a. Follow established emergency procedures on receipt of emergency incident warnings.
 - b. Assist in the evacuation of passengers, staff and visitors in emergency situations.
8. **Communications**
 - a. Operate radios, telephones and any other communications device in carrying out your duties satisfactorily.
9. **Ensure compliance of local procedures is maintained at all times**
10. Submit written reports on any operational matter that arises either as requested by your line manager, or as a consequence of personally raising attention of an incident to your manager.

11. Notwithstanding the earlier particularisation of the primary features of the job described, it is the essence of work in a security company that every employee must be prepared to undertake or be switched to other duties, whether administrative or operational, when in the opinion of management, the service so requires that such assignment may be for comparatively long periods and may require operational duties to take precedence over administrative duties.

12. **Working Environment**

Shift roster agreed dependant upon requirements, including day, night, weekend and bank-holiday working where necessary. The roster and the associated rules are subject to continuous review in line with the generic changes within the operation. All attempts will be made by management to limit the changes to a minimum.

Due to the nature of the aviation security role, it is essential that work is not disrupted at any time as the result of an industrial dispute. Any employee who does not follow the laid down Grievance Procedure will be liable to Disciplinary Action to be taken against them, including dismissal.

13. **Any other Duties**

Please be advised that this is a selection of duties that the staff will be trained on over a period of time. Some duties will be carried out on an ad-hoc basis as and when the need is required and will be determined by the timeframe allowed during shift.

We would envision that a minimum of 70% of core role will be existing security duties as outlined in current job description. We would see staff being cross-trained in the following duties to ensure adequate cover in all areas as the need arises.

- Handling PRM's
- Passenger escort
- Passenger check-in duties to include bag drop.
- Car park duties
- Whilst in security control room answering internal and external calls – Customer Service
- Baggage handling
- Manoeuvring and use of Ramp equipment
- General grounds maintenance and snow clearing
- Cleaning of own and communal areas
- ROP (Runway Observation Point) duties

The post holder has no supervisory responsibilities, however may be required to assist newly trained staff in gaining practical experience of routine procedures. The post holder will be expected to work on their own initiative and make decisions based on standard published procedures or in the interest of customer service, efficiency or safety.

14. **Knowledge, Experience & Skills**
Good communication skills, both verbally and written.
The ability to write clear and concise reports.
Customer Focused with excellent inter personal skills.
An ability to understand and carry out clearly written or verbal instructions.
15. **Complexity and Creativity**
Postholder has to ensure that the customer is provided with the agreed level of service. Maintains a high level of customer care awareness.
Proactive to ensure that they are constantly alert and maintain a high level of security awareness.
16. **Judgement and Decision Making**
As the trained security agent, your decision making regarding any potential threat must be raised in line with S.O.P's and Emergency Procedures.
17. **Contacts and Performance**
On a day to day basis by telephone, in writing and in person with customers, management and colleagues.
18. **Responsibility**
Responsible for ensuring that the customer receives the highest possible standard of service and that any complaints are reduced to a minimum.
To ensure that the Airport Security, is to a consistently high standard.