

Job Title: Passenger Service Agent – Level 1

Accountable to: Landside Operations Supervisor

Job Purpose: This job involves carrying out check-in & boarding for our airline customers as well as providing assistance to passengers with reduced mobility.

Key Duties and Responsibilities

- To ensure compliance with DfT/CAA regulations.
- To ensure compliance with all company and departmental policies and procedures.
- To be fully compliant with all customer airline policies and procedures.
- To be fully competent on manual/automated check-in & boarding.
- To deliver excellent customer service.
- To ensure assistance passengers are handled in accordance with CAA and airport standards.
- To complete and update the passenger assistance log and file all related documents.
- To report any accidents or incidents.
- To comply with UKBF Immigration requirements.
- To maintain wheelchair and trolley stock levels.

Contract: Fixed Term (February – October 25).

Hours: 20 - 40 per week, on a rotational shift pattern including night and weekend working.

Salary: £11.55 per hour, for all hours worked.