

AIRPORT CAREERS



INTRODUCTION

Looking for an exciting career? Work at an airport!

If you are unfamiliar with an airport environment, you would probably overlook the many exciting employment opportunities that exist on an airport site. Many people think the only jobs at airports are those for pilots or air cabin crew. This is far from the truth. You can be guaranteed that there is a career for everyone at an airport.

A wide variety of employers operate at an airport, including the airport operator, airlines, retailers, catering companies, National Air Traffic Services, Customs and Immigration, handling agents, Police, transport providers and many more.

From entry level positions to senior management, shift work to '9-5', operational roles to office based positions – an airport is an exciting place where people work together to ensure a safe, and enjoyable travel experience for passengers.

Located in the East End of London, London City Airport was originally built by the construction company Mowlem, and opened its doors in 1987 as part of the regeneration of London Docklands. In its first year of operation, 15 000 passengers passed through the Airport. This number reached 1 million in 1997 and grew to 2 million passengers in 2005. In 2006, passenger numbers continued rising, and reached 2.5 million, with 15 airlines serving 31 UK and European destinations. The future looks bright and the Airport has plans to further develop the site and cater for 4 million passengers in 2015 and 8 million passengers a year by 2030.

In 2006, over 1200 (full time equivalent) people were employed at London City Airport, either by the airport operator - London City Airport Limited (LCA), or one of the 45 business partners located onsite. As the Airport grows, over 4000 jobs are likely to be located at London City Airport. Now has never been a better time to think about a career in the aviation industry.

This publication has been developed to give you an idea of career opportunities available at an airport. Use it as a guide to help you make a decision about your future. You may be reading this as you are leaving school or university, or because you would like a change of career. Whatever your reason, this publication describes a variety of jobs, and the qualifications, skills and experience required to do these. For some roles, there are entry requirements, and these are explained further on. Remember, this is only a guide and roles will vary between airports.

All roles at London City Airport require individuals to have the right to live and work in the United Kingdom; have a strong grasp of written and oral English, and the ability to deliver a high level of service to all customers. For many roles, a criminal reference check will be undertaken, and a 5-year checkable history will be required. Every role is different, some require specific skills and experiences, others do not. For all roles, comprehensive training is provided when you start and additional training is provided so you can continue to develop.

London City Airport is looking for special people to join the team, people with a positive attitude who are committed to their role. London City Airport is a wonderful place to work, it is a place where individuals are given the opportunity to have a long and successful career.

Good luck!

Charles Buchanan



Director of Business Development

CONTENTS

Below are a selection of the career opportunities that exist at London City Airport. Each of these roles are profiled in this publication.

Roles	Page
1. Air Cabin Crew	4
2. Air Traffic Controller	6
3. Airfield Operations Assistant	8
3. Airport Director	10
5. Aviation Security Officer	12
6. Business Centre Co-ordinator	14
7. Business Development roles	16
• Sales and Advertising	16
• Public Relations	16
• Community Relations	16
• Long Term Strategy and Project Development	16
• Marketing and Communications	17
8. Car Hire Company Representative	18
9. Catering Assistant	19
10. Cleaning Assistant	20
11. Corporate Support	21
• Finance and Accounts	21
• Legal	22
• IT	22
• Human Resources	23
12. Customer Services Agent	24
13. Customs and Excise Officer	26
14. Graduate Development Programme	27
15. Ground Services Agent	29
16. Immigration Officer	31
17. Maintenance Officer	32
18. Passenger Handling Agent	33
19. Pilot	34
20. Retail Assistant	35
21. Trainee Aviation Fire Fighter	36
22. Transport – Bus drivers, DLR and 'Black Cab' Drivers	37





London City Airport Ground Services Agents earn a well deserved break.

AIR CABIN CREW



As a member of air cabin crew you could work on short, medium or long haul flights, working onboard small or large aircraft. Crew based at London City Airport work on short haul flights. Whichever plane you are working on, passenger safety always comes first. Customers are demanding and no day is ever the same.

REQUIREMENTS

PERSON SPECIFICATION

- Usually, aged 19 years or above.
- Usually height and weight restrictions apply, minimum of 5ft 2in (1.58m) in height with weight in proportion to height.
- Required to pass a medical examination and be physically fit.
- Well presented, no visible tattoos or piercings and willing to conform to strict uniform standards.

PERSONAL QUALITIES

- Friendly and caring personality.
- Confident in responding to pressured situations.
- Prepared to work unsociable hours.

EDUCATION & EXPERIENCE

Entry requirements vary between airlines, but the majority seek the following:

- Minimum of between 3 and 5 A-C GCSE's including English. A foreign language is an advantage.
- Valid first aid certificate is desirable.
- Must have a valid passport.

RESPONSIBILITIES

- To ensure the comfort and safety of passengers.
- Pre-flight briefings.
- Security/equipment checks on aircraft.
- Check the aircraft is cleaned to a high standard.
- Welcome passengers onboard.
- Emergency demonstrations.
- Provision of in-flight bar and meal service.
- Respond to incidents that may occur onboard.
- Attend regular training programmes and pass relevant examinations.

SALARY AND JOB PROMOTION

Starting salaries for crew vary from airline to airline: most new starters, with little or no air cabin crew experience start on £16,000 per year. There are opportunities for promotion into senior crew positions, Cabin Crew Manager and Cabin Crew Trainer.

Interview with ...



**Introducing
Mounita Bhaduri,
an Air Cabin Crew
member for VLM
Airlines**

Being a member of cabin crew sounds so glamorous. I imagine you travel the world and stay in top hotels. Is it like that?

If you work on the long haul flights then you will get to travel to some amazing destinations and yes, the hotels are always very nice. However, you're not likely to start at that level; most crew members start their careers on short-haul flights. This means that you will not always stay in hotels but may fly straight back. Once you have gained experience, you are often promoted to the more popular long haul flights.

So what is the job really like then?

The aim of every cabin crew member is to deliver outstanding service to the airline's customers. From the minute passengers get on the plane, it's up to you to ensure that their experience is one they will remember for all the right reasons. The safety of the passengers is the main priority of cabin crew. Crew need to know about emergency procedures and the layout of different aircraft. It's very hard, tiring work but the rewards are fantastic.

Sounds good. So are there any disadvantages to your job?

As a cabin crew member you have to be prepared to spend a lot of time away from your home, friends and family. I am often on call, which means that I have to be flexible and be prepared to fly anywhere with short notice. It can be difficult to maintain a social life when your friends all have regular jobs and are free to meet up at weekends and evenings. The job is often stressful and physically exhausting.

Can you tell me what a typical day is like?

Firstly, all the crew members will be briefed about the flight and given tasks. Once on board I check that the cleaning of the plane has been carried out to a satisfactory standard and check for safety issues, such as missing safety cards. I greet passengers and check their boarding cards. Once all

the passengers are on board, I carry out a safety demonstration and ensure that all passengers are following safety procedures such as fastening their seatbelt. For the rest of the flight I serve drinks, meals and duty free, and deal with any passenger queries.

What sort of people make good cabin crew?

You have to be a 'people person' and a good communicator. You have to remain calm when dealing with difficult passengers, even if you want to shout back at them sometimes! You have to remember that you are representing the airline you work for. You need to be friendly, outgoing and, above all, a good team-worker because you're going to be working in small groups. You also need to be flexible as you cannot expect that you will be working with the same team all the time. If you like a familiar routine and planning ahead, this isn't the career for you.

What was the job interview like?

After I sent off an application form I was invited for a day of assessments. I was quite nervous but it wasn't as scary as it sounded. There were tasks such as having a minute to learn about the person next to you and then introducing them to the group, and creating a poster as part of a team. There were a couple of basic English and mathematics tests as well. It was after this that I had an interview but my interviewer really put me at ease.

How about training?

Before you even get on a plane you will spend a period of time in the classroom where you learn about safety and first aid. In my training I also learnt skills in customer service and assertiveness so that you can deal with difficult passengers. Once you have completed this training, you are ready to start your duties and you are supervised at all times.

THINK ABOUT!

Competition is fierce. Build up your skills by gaining full time work experience and life skills before applying. Experience in customer service would help your job application.

THE NEXT STEP

Enrol yourself on a first aid course. Check the Internet for details. Contact airlines you are interested in working for by writing to them or looking at their websites to check their entry requirements and if they are recruiting.

AIR TRAFFIC CONTROLLER



Air Traffic Controllers are responsible for maintaining the safe and orderly movement of aircraft along major air routes and around airports. They give pilots instructions and advice as to height, speed and course.

Controllers have a number of aircraft under their control at any one time. With more than 5,000 aircraft in UK airspace every day, it is a busy 24-hour operation. Ensuring that aircraft pass through airspace and take-off and land safely is the key responsibility of Air Traffic Controllers. The majority of controllers work at control centres as Area Controllers with a relatively small percentage working at airports. At large airports, controllers may have a number of different roles. They may be responsible for approach work or aerodrome control duties. At London City Airport, controllers are employed by National Air Traffic Services (NATS).

REQUIREMENTS

PERSONAL QUALITIES

- Able to work unsocial hours.
- Able to work for long periods sitting in a fixed position.
- Flexibility to work where needed.
- Able to deal with a pressured environment and a highly responsible job.
- A high level of concentration and the ability to concentrate and think logically over long periods of time.
- Confident using technology.
- Good spatial awareness.

EDUCATION & EXPERIENCE

- Minimum requirement is 5 GCSEs (A-C) including English and mathematics.
- 2 A-levels/three Highers or a GNVQ advanced level or equivalent.
- A degree in the area of physical/mathematical/applied science or engineering is an advantage.

OTHER REQUIREMENTS

- The minimum age for applicants is 18 years and eight months.
- The maximum age for the National Air Traffic Services (NATS) scheme is 30 years, unless you have recent aviation experience.
- A good standard of fitness, eyesight, colour vision, hearing and clear diction.

RESPONSIBILITIES

- Keep radio and/or radar contact with aircraft.
- Direct the movement of aircraft at an airport or en-route.
- Instruct aircraft to climb or descend and allocate final cruising level.
- Provide information to aircraft about weather conditions.
- Ensure minimum distances are maintained between planes.
- Handle unexpected events, emergencies and unscheduled traffic.
- Deal with instrument landing systems that allow some planes to make automatic landings.
- Ensure planes are placed in holding patterns when airports are busy.

SALARY AND JOB PROMOTION

A typical starting annual salary is around £20,000. This can increase dramatically at senior level/with experience (e.g. after 10-15 years in role) to £50,000 - £75,000. NATS are committed to providing further training for their staff and, once in post, there are good opportunities for technical development at their training centres. They also have structured systems in place, such as internal and external secondments and management training courses.

Interview with ...



Introducing Simon Lord, Air Traffic Controller at London City Airport

Tell me about a typical day?

Depending on the shift, either very early or lazily later I get out of bed and motor to work. Morning shifts are firstly very busy then quieten down later, afternoon shifts are the opposite. The typical day sees my controlling time split between the different positions in the tower, either controlling or supporting the controller by doing his administrative tasks. As a newly validated controller, I am not yet required to take on any other tasks such as document control or staff rosters. People often comment that my job must be stressful. I always reply that it is pressurized but not stressful. I used to be a teacher - trying to teach a bottom-set class of 15-year olds Biology last thing on a Friday afternoon when neither you nor they are interested is considerably more stressful!

What are the best parts of your job?

The challenging, high-intensity controlling sessions where everyone wants to go somewhere different at the same time. When you've sorted out the conflict and got everything running smoothly you feel a sense of achievement. This is where an extreme sports fan would go on about adrenalin rushes etc, but I've never seen the similarities between making sure planes don't bang into each other and throwing myself out of them. Each to their own!

What are the worst parts?

It has to be paperwork and administration. Also, early starts and late finishes. Apart from that, I love this job!

What training did you do to get your job?

I spent several long, arduous years training at the College of Air Traffic Control. It's based at Bournemouth, which was fun in the summer. Training involves learning the general techniques, skills and all the minutiae of legal regulations that are involved in Civil Air Traffic Control. I was awarded my student Air Traffic Control licence on completion of training. I joined London City Airport in March 2006

and began my unit training, learning how all those techniques, rules and regulations applied to this airport specifically. I validated my licence in August 2006, which means a Civil Aviation Authority Safety Regulation Group Officer assessed me and decided I was fit to "exercise the privileges of my licence at London City Airport". In other words, I'm considered safe enough to be left to get on with it without supervision!

What hours do you work?

Shift work, either morning shifts (0600-1400ish) or afternoons (1400-2245ish). You tend to get a few decent breaks within the shifts. On average I do 5 days on, 2 or 3 days off.

What kind of person do you need to be to do this job?

Flexible, decisive and cool under pressure. You must be able to work as a team member. A good sense of humour is also essential! There are over 5000 applicants every year for the training scheme, and of those selected less than two thirds validate as an Air Traffic Controller, so I suppose dedication and desire to succeed are just as important too.



What advice would you give to someone thinking of a career in ATC?

If you like a challenge, want a job that genuinely is different every day and can handle pressure without getting flustered then apply. Practice mental arithmetic, remembering alphanumeric sequences and spatial reasoning exercises. Visit an airport or a control centre to see how it works and learn about aviation in general. You don't have to be a 'plane-spotter', but interest and enthusiasm are essential. It is a rewarding career choice.

Describe your job in 3 words?

Challenging, fulfilling, exciting!

THINK ABOUT!

Most people enter via the NATS Student Air Traffic Control Scheme. Entry is very competitive and the selection process includes several stages of practical tests and interviews. The annual intake by NATS is usually about 120. The number of applications in any given year can exceed 5,000.

THE NEXT STEP

See www.nats.co.uk for further information and how to apply.

AIRFIELD OPERATIONS ASSISTANT



The Airfield Operations Department manages and regulates the airfield, ensuring that it is safe. An Airfield Operations Assistant works both indoors and out. The role is demanding, and requires individuals to think quickly and make decisions.



REQUIREMENTS

PERSONAL QUALITIES

- Reliable and punctual.
- Excellent communication skills.
- Able to think and assess situations quickly and act on own initiative.
- Pay attention to detail.
- Able to work under pressure in a noisy and potentially stressful environment
- Exhibit a common sense approach to work.
- Able to work shifts, including weekends and Bank Holidays.

EDUCATION & EXPERIENCE

- 5 GCSE passes including English and mathematics at grade C or above.
- Experience of dealing with people over the telephone.
- Experience of working in a high pressure environment.
- Experience of working in an operational environment and working shifts is an advantage.

SALARY AND JOB PROMOTION

A new Operations Assistant's starting annual salary is approximately £17,500. For those who work part time, this amount is pro-rata. Sometimes extra is earned by working overtime. There are opportunities

RESPONSIBILITIES

- Collect and interpret information from Air Traffic Control, handling agents and airlines.
- Filing, verifying and updating flight plans.
- Control of bird and wildlife habitat on the airfield.
- Maintenance and updating of the Flight Briefing Unit (FBU) with weather charts, warnings, and other information required by air crews.
- Maintaining a statistical database for recording activity and identifying trends.
- Stand allocation for inbound aircraft.
- Recording information relating to defective equipment or problems on the airfield.
- Ensuring that a smooth and efficient operation is maintained on the aircraft manoeuvring area.
- Snow clearance – ensuring all requests for the removal of snow/ice within the airport grounds are carried out.

for promotion to other departments within the Airport, or to an Operations Controller position, with an annual salary of approximately £26,000.

Interview with ...



**Introducing Iain Bell,
an Airfield Operations
Assistant at London
City Airport**

Tell me about a typical day.

If I'm on an early shift I start work at 0600, I start at 1300 on a late shift. Our jobs are basically split into 2: 'birds' and 'chair'. Today I am on 'birds' which means that my role for the day is to prevent birds flying into a plane and potentially causing an accident. I take a 2-way radio and get into the bird control vehicle. I then speak to the control tower via the radio and ask for permission to drive around the runway and surrounding areas. If I see birds I scare them using a range of methods such as driving towards them, using various sirens and a flare gun.

If I'm on a 'chair' shift then I take control of stand planning for the day. When the planes land they need to park on a stand. I have to work out which stands are available and allocate each plane to a stand. I let the control tower know which stand is free and they pass this information on to the pilot. I will also answer the phone, which rings often, answering various enquiries.

I also help to carry out the daily runway inspections, checking for any debris that could do damage to an aircraft.

What are the best things about your job?

I am not stuck in an office all day. If I spend one day on 'birds' then I am on 'chair' the next. Also, when you come in to start your shift you never know what is going to happen.

It sounds exciting. Are there any downsides?

I have to work weekends and Bank Holidays which can be hard when you have friends who are planning things to do at the weekends. But we then get time off during the week! The job can get stressful during busy times but as long as you can handle stress, it's fine.

What kind of training have you been given to do your job?

I have received a lot of training. I had to learn how to radio transmit properly as I am

speaking to the control tower and pilots can hear my transmission. Once I had finished my training I had to take a test before I was allowed to drive around the airfield on my own. I have also been trained in how to use the flare gun safely and other bird scaring methods.

What kind of person do you think you need to be to do this job?

You need to be able to adjust to working different shifts. One day you may be on an early and the next on a late so you have to adjust slightly. You also need to remain calm under pressure as it can get stressful when you have planes landing and no available stands to put them on.



THINK ABOUT!

If you don't like getting up early or working in the rain, this is not the job for you!

THE NEXT STEP

View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

AIRPORT DIRECTOR



Strong leadership from experienced and talented people is important to the success of any company. An airport is no exception. At London City Airport, a team of five directors, lead by a Chief Executive has over 180 years combined experience in business. This level of experience arises when individuals are enthusiastic and dedicated to their career, and choose to work hard and seize all opportunities.

Each of the directors at London City Airport is responsible for an area of the business and the employees who work in these departments. Becoming a Director indicates the individual has got to the top of their field of expertise and has a wealth of experience behind them, but they never stop learning. They must keep up to date with industry changes and manage a changing workforce. The five directors at London City Airport are:

- Chief Executive.
- Director of Business Development.
- Director of Finance.
- Director of Service Delivery.
- Director of Operations, Policy and Planning.
- Director of Airfield Operations.

Interview with ...



Introducing Sharon Preston, Director of Airfield Operations

What does a typical day at work involve for you?

I carry out a variety of tasks! Phone calls dealing with issues ranging from the implementation of a new staff uniform, to dealing with legislative matters. Writing and responding to emails, monitoring all aspects of London City Airport Fire Service, Airfield Operations team and the airfield, taking into account current policies and procedures and considering whether change is required. I am also involved in emergency and contingency planning, and how we co-ordinate and interact with all other agencies. I also deal with aspects of the operation that affect our customers i.e. airlines, ensuring that the services provided airside are efficient and safe. There is too much to mention!

How did you get your job?

Through hard work, patience and continued learning! I began life at London City Airport in 1987 as a part-time Customer Services Agent. I was promoted to full time, and then to Customer Service Supervisor. A change of role to Airfield Operations Officer followed. I was then promoted to Operations Manager and had the task of setting up the Airport's Airfield Operations Department. One year later I took on the role of General Manager of Security. After two years I became Head of Operations and Security, the role slightly changed to Head of Airfield Operations which incorporated the London City Airport Fire Service instead of Security. In 2005 I became the Director of Airfield Operations where I gained additional responsibilities such as emergency planning, aviation fuel, airside safety management and insurance matters.

It sounds like a very varied job! What is your favorite part of the job?

All of it!

Ok, there must be some downsides?

My biggest frustration is the amount of time I spend chasing people for things; if I didn't

have to do this I would gain considerable time during the course of a week.

What type of person do you need to be to do your job?

Flexible, have the ability to multi-task, hard-working, dedicated and not forgetting the must have...a sense of humour!

What advice would you give to somebody who is ambitious and would like to one day become an Airport Director?

If you are prepared to work hard, work long hours, go beyond what is expected of you, work outside of your job description and show commitment there should be no reason why you could not achieve your goal.

Describe your job in 3 words.

Hard-work, varied, great!

AVIATION SECURITY OFFICER

Aviation Security Officers are responsible for ensuring passengers and staff are safe when at the airport and flying. Officers are employed by London City Airport Ltd, and carry out a variety of tasks, including checking passenger boarding passes, baggage screening and body searching, airport patrols, controlling airport access points and vehicle and aircraft searching.



REQUIREMENTS

PERSONAL QUALITIES

- Able to work shifts including weekends and Bank Holidays.
- Smart appearance, no visible tattoos.
- Team player.
- Strong interpersonal skills.
- Able to work under pressure and unsupervised.
- Confident in dealing with difficult customers.
- Able to act on own initiative.
- Enthusiastic and friendly manner.
- Exhibit a professional approach and tact.
- Reliable and punctual.

MEDICAL REQUIREMENTS

- Physically fit with good sight (normal colour vision) and hearing.

EDUCATION & EXPERIENCE

- Good general education, including GCSE (or equivalent) in English and Mathematics.
- Full, clean driving licence, held for minimum of six months.
- Previous security experience is not necessary as training is provided.
- Customer service experience is desirable.

RESPONSIBILITIES

- Provide good customer service.
- Passenger screening – search departing passengers and their luggage.
- Controlling airport access points.
- Monitoring of Closed Circuit Television (CCTV).
- Issue security passes.
- Patrolling restricted and public areas.
- Screening unattended or suspicious items.
- Assisting with terminal evacuations.

SALARY AND JOB PROMOTION

Aviation Security Officer's starting annual salary is approximately £17,500. For those who work part time, this amount is pro-rata. Sometimes extra is earned by working overtime. If you excel, there may be opportunities for promotion to a Supervisor position, with an annual salary of approximately £20,000.

Interview with ...



Introducing Ash Trivedi, Security Supervisor at London City Airport

Describe a typical shift?

The early shift starts at 0500 and the first thing I do is turn all the security machinery on. The machinery has to be tested every morning. I check my staffing levels for the day, chase up late staff and begin to issue duties. Staff are required in various locations before the terminal doors open at 0530. As the day goes on, I take phone calls and radio calls from staff and make sure any problems are dealt with efficiently. I also have staff reviews to complete with a second supervisor as well as new starter appraisals.

Do you work in a team?

We have a team of four supervisors who each work different shifts. I work with a team of approximately 30 staff at any one time, usually half of them male and half female. This is because male passengers are only ever searched by male officers and vice versa.

What training did you do for the job?

I was sent on various training courses and shadowed the Security Manager and other Security Supervisors. I completed a Team Leader training programme course and I am currently doing Threat Assessment training.

Why do you search a bag and what are you looking for?

All items are x-rayed but some things can't be seen on x-ray, such as lead crystal, therefore we would manually search the bag. On the x-ray, items show up as different colours and certain colours may appear suspicious - in that case the bag would be searched. We are looking out for dangerous items, such as, knives, guns, blades and bombs.

What is a 'sweep' of the Airport?

This involves searching all areas of the Airport looking for anything suspicious or out of place.

What do you do if you find an unattended bag?

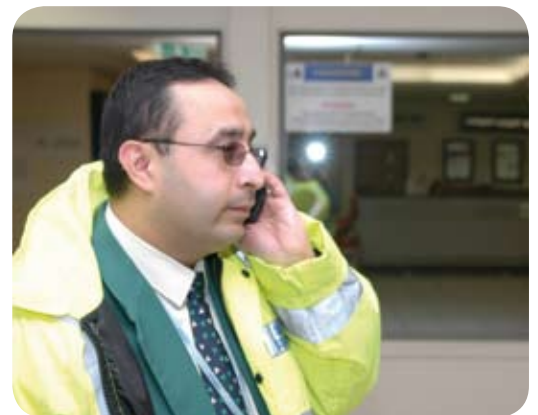
The item is assessed using a hand held scanner to check the bag is safe. Once I have established this I can move the item and try to trace the owner via the luggage tags. If the owner is not traceable the bag may be destroyed.

How did you get into the job?

I live close to the airport and I knew a little about it so I went onto the London City Airport website and saw the job of Security Officer advertised. I completed an application form and a week later had an interview. From Security Officer I progressed to Deputy Security Supervisor and have recently been promoted to Security Supervisor.

What do you most enjoy about your work?

I like the airport environment and the team I work with. Being a small airport it is like a family, as everybody knows everybody else.



And what do you least enjoy?

Delayed flights!

THINK ABOUT!

You need to be confident in dealing with difficult people, not all passengers are polite!

THE NEXT STEP

View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

BUSINESS CENTRE CO-ORDINATOR



The Business Centre, based at London City Airport, provides conference and meeting facilities. These rooms are used by airport staff to hold meetings and training sessions, as well as by passengers and external groups. The rooms vary in size, holding between one and 140 people, depending on the function. Business Centre Co-ordinators are employed to ensure the Centre runs smoothly.

BUSINESS CENTRE CO-ORDINATOR

REQUIREMENTS

PERSONAL QUALITIES

- Able to work in a team.
- Must work well on own and use initiative.
- Smart and friendly appearance.
- Good at timekeeping.

EDUCATION & EXPERIENCE

- Must have a very good standard of English.
- Experience in customer service would be an advantage.
- Confident in using a computer booking system.

SALARY AND JOB PROMOTION

Salaries range from £12,000 for a trainee role, through to £17,500 for a fully trained co-ordinator. It takes approximately 18 months for a trainee to complete their programme. There are opportunities to progress both within this team and also within other areas of the Airport.

RESPONSIBILITIES

- Organise and prepare rooms.
- Take room bookings.
- Organise catering.
- Frank outgoing post.
- Take phone calls.
- General reception duties.



Interview with ...



Introducing Beth McAuley, a Trainee Business Centre Co-ordinator

Tell me about a typical day at work for you?

I usually start at 0730 or 0800. I don't finish until 1800 so it's a long day but I do 4 days a week at 10 hours and then have 3 days off. If I'm working in our Head Office, City Aviation House (CAH), on arrival I check that the display screen for room bookings is updated with all bookings for that day. I frank the post and prepare rooms for the meetings by ensuring they have water, stationery etc. I will check the room between each booking and reset it for the next customer.

During the day I take bookings for rooms and order catering if it's required. As I am based at reception, I inform colleagues when their clients have arrived for their meeting. I spend half my time in CAH and the other half working in the Meridian Business Centre, based in the main terminal.

What are the best bits about your job?

I enjoy meeting new clients and building relationships with them. I also enjoy working in a team with the rest of the Business Centre staff.

And what about the worst?

There's no part of my job that I don't enjoy really. I guess the worst part is getting up early in the morning and not getting home until late. The day can seem very long during the quieter periods.

What kind of person do you need to be to do your job?

You need to be friendly and enjoy working with people. Even if you get a difficult customer you have to remain calm and smile. You also have to be able to work on your own initiative and be confident in dealing with difficult situations. In the terminal you normally work with 1 or 2 other people but when you're based in CAH you are usually on your own.

Can you do any training in your job?

There are lots of opportunities to increase your qualifications if you want. You can study for an NVQ in Business and Administration, or in Customer Service. I have also done some IT and Written Communication training.

Describe your job in 3 words

Varied, motivating, challenging.

Do you have any advice for someone thinking of going into this career?

It's important to get some work experience in a customer service environment, either paid or unpaid.

THINK ABOUT!

As the 'face of the Airport' you are required to always look your best. Personal grooming is important.

THE NEXT STEP

View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.



BUSINESS DEVELOPMENT ROLES

The Business Development Department at London City Airport is responsible for developing the business and includes the following functions:

- Sales and Advertising.
- Community Relations.
- Public Relations.
- Long Term Strategy and Project Development.
- Marketing and Communications.

Within each of these departments, there are entry level roles, designed for school leavers through to roles for highly experienced professionals, who are likely to have gone into further education and gained years of work experience before obtaining their job.



Sales and Advertising

Working in the Sales team at London City Airport requires employees to identify companies who potentially could use the services at London City Airport, and then work with them to build profitable relationships. Employees are required to have an understanding of the sales and travel industry, be confident in presenting to groups and enjoy getting out and about and meeting people.

An Advertising Executive's role is to develop advertising solutions for their clients and sell short and long-term advertising packages to; advertising agencies, media agencies and specialist outdoor buying agencies. To be successful in this role, you must be a strong negotiator.

Public Relations

A role in Public Relations (PR) involves creating positive news stories connected to the Airport and liaising with the press to communicate these messages. The role also involves hosting visitors at the Airport, co-ordinating photography to support press releases and ensuring that press releases are made available through a number of media, i.e. company website. Most airports will have a small number of people who are dedicated to this role. These are often referred to as a 'Press Officer'. Strong oral and written communication skills are essential, as is an understanding of the media industry.

Community Relations

The development of a community relations strategy, engaging in open dialogue with neighbours, and the delivery of community programmes are essential for ensuring the Airport maintains a positive relationship with its neighbours. A role in this area requires individuals with an understanding of the local area, as well as high levels of creativity, strong written skills and confidence to network and address large audiences. Applicants must be educated at a minimum to A Level standard, and a degree in Communications or Geography is an advantage. High levels of enthusiasm and the genuine desire to work with local people of all ages and backgrounds is essential.

Long Term Strategy and Project Development

In order to grow, an airport must have a long term strategy - this involves planning the future of the Airport. This function considers the potential social, economic and environmental impacts that an airport may have on surrounding areas. This airport strategy provides direction to the project development team who are responsible for the physical development on site and managing the relationship with contractors who are employed to build new developments. These roles are specialised and require applicants to have undertaken further education to degree standard, coupled with many years of relevant industry experience.

Marketing and Communications

The marketing and communications team is responsible for the creation and delivery of activities aimed to increase potential passengers' awareness of the services that London City Airport delivers. The objective is to increase the number of passengers using the Airport.

There are various job roles within this department. The Marketing and Communications Executive is responsible for creating and delivering corporate literature/print, advertising, database management, corporate hospitality, and general communications.

— MARKETING & COMMUNICATIONS — EXECUTIVE

REQUIREMENTS

PERSONAL QUALITIES

- Excellent communication skills, both written and oral.
- Ability to meet tight deadlines and multi-task.
- Flexible, adaptable team player with creativity.
- Proactive & able to work under own initiative.
- Confident & comfortable with networking.
- Ability to plan & prioritise projects.
- Good working knowledge of Microsoft Word, Excel, PowerPoint

EDUCATION & EXPERIENCE

- A-levels or equivalent, a degree in marketing and communications is desirable.
- One to two years industry experience essential.
- Experience in database management.

RESPONSIBILITIES

- Communicate the London City Airport brand via corporate literature, direct mail, presentations, and exhibitions.
- Co-ordinate London City Airport's attendance, and attend exhibitions and travel trade events to promote the Airport and its services.
- Undertake joint sales and marketing activities with airlines.
- Produce London City Airport printed material either directly or through the use of agencies.
- Maintain and manage Airport databases.
- Host familiarisation trips for clients.
- Brief and maintain contact with the reservations teams of airlines operating at London City Airport.

SALARY AND JOB PROMOTION

A Marketing and Communications Executive, with a minimum of one to two years experience could expect a starting salary of approximately £22,000. For individuals who do not have work experience or further education, opportunities arise from time to time to join the team as a trainee, with a starting annual salary of approximately £12,000. The Marketing and Communications Executive reports to the Marketing and Communications Manager; an individual with a relevant marketing qualification, 8 years experience and an annual salary of between £35,000 and £45,000.



THINK ABOUT!

All business development roles involve networking activities. The more experience you have dealing with all types of people, the better prepared you will be.

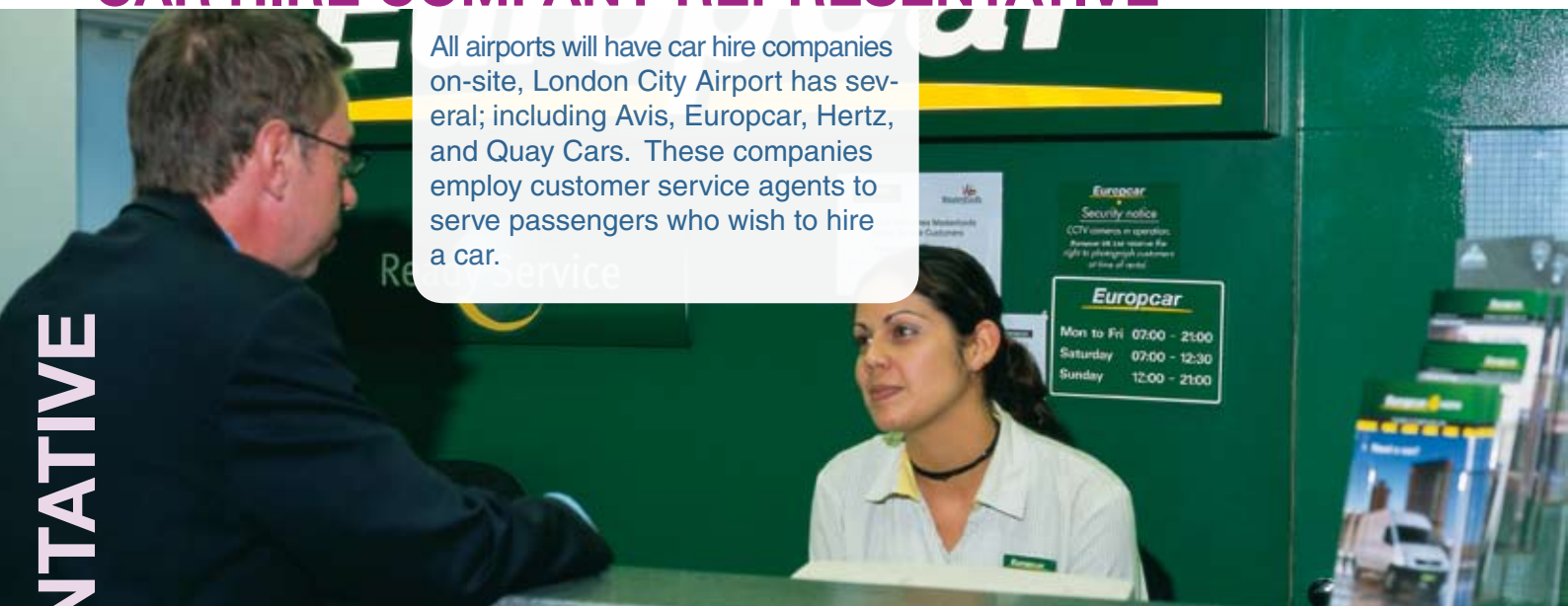
THE NEXT STEP

View www.reed.co.uk for all LCA Business Development vacancies or contact 0207 517 3594.

CAR HIRE COMPANY REPRESENTATIVE

All airports will have car hire companies on-site, London City Airport has several; including Avis, Europcar, Hertz, and Quay Cars. These companies employ customer service agents to serve passengers who wish to hire a car.

CAR HIRE COMPANY REPRESENTATIVE



REQUIREMENTS

PERSONAL QUALITIES

- Excellent organisational and time management skills.
- Good communication skills, both written and oral.
- Ability to work well as a team.
- An enthusiastic, flexible and positive attitude towards selling.
- For many companies the minimum age requirement is 23 years.

EDUCATION & EXPERIENCE

- Some companies may require a minimum number of GCSEs but not all will.
- Work experience in a customer facing environment is beneficial.

RESPONSIBILITIES

- Provide the highest level of customer service.
- Complete all rentals using the internal computer system.
- Handle telephone enquiries.
- Complete all rentals, re-rents, reservations and quotations in accordance with procedures and policies.
- Undertake daily administrative tasks.

THINK ABOUT!

Many car hire bookings are taken by telephone; a positive and polite telephone manner is appreciated by the caller.

THE NEXT STEP

Visit the websites of reputable car hire companies for employment vacancies. Gain some customer service experience and keep a watch for vacancies in newspapers.

SALARY AND JOB PROMOTION

Starting salaries vary between companies but you could start on about £15,000. There are opportunities for internal promotion to a supervisory or management position, with salaries ranging from £18,000 to £40,000.



CATERING ASSISTANT

A variety of catering jobs can be found at airports. Passengers and staff all need to eat! At London City Airport, Carestel manages the Meridian Line Restaurant and Coffee Corner, which are based in the terminal building and also the Trattoria Restaurant in the departure lounge. Bewleys is responsible for the Airport coffee shops and Eurest manages the onsite staff restaurant. City Net Catering supplies the airlines with in-flight catering for their passengers, employing people in production (preparing the food and working in the kitchen) and loading (delivering the food to the aircraft).



REQUIREMENTS

PERSONAL QUALITIES

- Punctual and reliable.
- Ability to communicate with customers if serving food.
- Able to work shifts.
- Ability to get on with the rest of your team.

EDUCATION & EXPERIENCE

- A good standard of English is needed for jobs serving customers.
- A good standard of both English and mathematics is needed for loading jobs.
- A basic food hygiene certificate is needed for all jobs that involve working with food. If you have this already it is a big advantage.

RESPONSIBILITIES

- Preparing and/or serving food and drinks.
- Providing customer service in some job roles.
- Using the cash register.
- Cleaning tables and setting them up for the next customer.

THINK ABOUT!

Ever thought of undertaking training to be a Barista? A good cup of coffee gets people going!

THE NEXT STEP

Many colleges offer full or part time catering courses. The more work experience/training you have, the better – and remember your work experience doesn't necessarily have to be paid. Employers also view voluntary work as valuable. For London City Airport based vacancies, watch local newspapers.

SALARY AND JOB PROMOTION

Salaries in the catering industry can vary depending on the job role. A new starter working as a waiter/waitress can earn around £6 per hour, plus tips. There are opportunities to progress to a supervisor (in larger companies) or manager, earning a much higher salary.



CLEANING ASSISTANT

Keeping an airport clean and tidy is a very important task. There are currently two contract cleaning companies who carry out different cleaning roles at London City Airport. MITIE Cleaning employ staff to keep the Airport terminal and offices clean and tidy. In-flight Cleaning Services are responsible for cleaning the inside of the aircraft in the turnaround time between a flight landing at the Airport and it taking off again.



THINK ABOUT!

Why not send your Curriculum Vitae (CV) to one of the site managers at London City Airport? (see back cover for address). When sending a CV, always address it to the appropriate named individual. Never address it to 'The Manager'. A simple telephone call will often allow you to find the appropriate person's name.

THE NEXT STEP

Visit the websites of relevant companies. Vacancies are advertised through local newspapers and through direct contact with the site manager.

REQUIREMENTS

PERSONAL QUALITIES

- Keen and willing to work.
- Punctual and reliable.
- Trustworthy.

EDUCATION & EXPERIENCE

- No specific qualifications are required.
- Experience is not necessary as in-house training is provided.

RESPONSIBILITIES

- To keep clean the Airport terminal or the planes clean.
- To use a two-way radio to respond to cleaning tasks.
- To report any broken/unserviceable facilities.

SALARY AND JOB PROMOTION

Salaries start at £6.00 per hour. There is always the possibility of being promoted to supervisor or site manager.



CORPORATE SUPPORT ROLES



There are many jobs at London City Airport that fall under the title of corporate support. These include careers in Finance, Legal, IT (managed by SITA) and Human Resources (HR).



Finance & Accounts

There are various jobs that come under the title of finance and accounting. Responsibility, experience and salary will all depend on the job role. Below is an example of what is involved in being an Accounts Assistant. This would be a typical starting position for someone with a small amount of direct experience. For someone with no accounting experience a junior accounts role would be more suitable. This role would also give you training and the opportunity for progression.

ACCOUNTS ASSISTANT

RESPONSIBILITIES

- Recording purchase invoices received, progressing them to authorisation and payment.
- Perform daily bank reconciliation on a weekly rota basis or as required.
- Providing sickness and leave cover for both sales and purchase ledger controllers.
- Setting up weekly payment runs.
- Taking part in stock or asset physical checks.
- Carrying out any ad-hoc tasks required.
- Preparation of nominal accounts analysis as required by finance management.

REQUIREMENTS

PERSONAL QUALITIES

- Good communicator.
- Accurate worker, paying attention to detail.
- The ability to work to deadlines and under pressure.

EDUCATION AND EXPERIENCE

- GCSE (or equivalent) English and Mathematics.
- Accounting experience an advantage.
- Knowledge of Microsoft Excel and accounting systems an advantage.

SALARY AND JOB PROMOTION

An Accounts Assistant can expect to earn annually around £12,000-£16,000. An accounts office junior could start on £12,000, rising to £16,000 within 2 years. There is much opportunity for progression, with lots of training provided. A Management Accountant can start on around £28,000.

Legal Department

The legal department in an airport exists to provide legal and commercial advice, drafting and negotiating documentation where applicable. The department primarily deals with employment, commercial and property matters.

LEGAL ADVISOR

RESPONSIBILITIES

- Provide advice on range of employment law matters including: disciplinary matters, grievances, discrimination, TUPE, maternity and redundancy.
- Review and implement changes in legislation, updating the Employee Handbook and consulting with staff.
- Advise management of any changes in legislation or practices and provide training where appropriate.
- Monitor and assist with the development of departmental practices and systems.
- Assist with pay consultations, monitoring industry and local pay rates.
- Liaise with external lawyers with regard to any contentious matters if necessary.

REQUIREMENTS

PERSONAL QUALITIES

- An eye for detail.
- A thorough, well-organised and self motivated person.
- Strong written skills.

EDUCATION AND EXPERIENCE

- To work as a lawyer you will need either a law degree or a degree in another subject, plus a law conversion course. You will also need to have a Legal Practice Course (LPC) or Bar Vocational Course (BVC) course to be able to practice as either a Solicitor or Barrister.
- Experience of this type of work is beneficial, including work shadowing.

SALARY AND JOB PROMOTION

To become a lawyer costs a lot of money but the rewards can be high. Initially you could earn anything from £20,000-£40,000 depending on your experience, and you could go on to earn even higher.

THINK ABOUT!

If you are considering a career in law it is a good idea to get unpaid work shadowing experience in a solicitors' firm so that you can decide if you would be interested in this career before you invest a lot of time and money.

Information Technology (IT)

The IT team offers a range of jobs depending on your experience and training. For a school leaver with little IT experience, a trainee role is a good place to start. Currently at London City Airport, IT is managed by SITA.

RESPONSIBILITIES

- Answer & log telephone support calls.
- Support company software packages including Microsoft Word, Excel, PowerPoint, Access & Outlook.
- Support operating systems.
- Setup new hardware / old hardware – such as RAM, Hard Disks, Printers, Modems, Scanners and new PC's.
- Evaluating software / hardware.
- Coaching users.
- Assisting the manager & controller in completing IT tasks.

REQUIREMENTS

PERSONAL QUALITIES

- Hard worker.
- Interest in computers.
- Able to learn quickly.
- Reliable.

SALARY AND JOB PROMOTION

A trainee with no experience will start on between £12,000 and £14,000. An IT Technician, with some experience of IT would start on £16,000, which would rise to £18,000 after 3 months. An IT Manager, with 5 years plus experience can earn £50,000.

THE NEXT STEP

The IT department at London City Airport is run by SITA. View their website at www.sita.aero/default.htm.

Human Resources (HR)

Human Resources roles are present in most medium and large sized businesses. They are responsible for overseeing staff issues and implementing staff procedures. At London City Airport, an HR Administrator does the following.

H.R. ADMINISTRATOR

RESPONSIBILITIES

- Maintain the efficient operation of the HR department.
- Monitor the departmental administration staff in relation to HR issues.
- Maintain personnel files.
- Undertake attendance and absence analysis.
- Provide administration support for discipline and grievance hearings.
- Liaise with managers and directors on HR issues.
- Induct new staff to the business.
- Maintain records relating to employee award schemes.

THINK ABOUT!

Any role can provide you with valuable experience; it is important to gain skills such as teamwork and being organised.

SALARY AND JOB PROMOTION

Salary will vary greatly depending on your experience. For example, someone joining HR with no direct experience may start on £11,000-16,000 but will have the potential to earn much more. Seniors with 2 years experience may start on £22,000.



REQUIREMENTS

PERSONAL QUALITIES

- Ability to work under pressure.
- Honest, tactful and discreet.
- Excellent verbal communication skills and experience of dealing with people on the telephone.
- Confident in delivering presentations.

EDUCATION AND EXPERIENCE

- English GCSE grade C or above.
- Chartered Institute of Personnel Development (CIPD) qualification desirable but not essential.
- Experience of working in a HR environment desirable.
- Experience of working to deadlines.
- Excellent computer skills, including Microsoft Word, Excel and Power-Point.

THE NEXT STEP

Try to get some work experience and shadow someone who does a related job. This will look good on your CV and also help you to decide if the job is right for you.

Remember all work experience is useful and relevant. View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

CUSTOMER SERVICES AGENT



The Customer Services Centre (Information Centre) is the focal point in any airport terminal. The key function of the Customer Services Agent is to respond to a vast range of enquiries for information from both internal and external customers of the Airport. Agents must be well presented and prepared to answer questions in a professional manner. They must have a passion for working with people and delivering a high standard of service. Customer Services Agents report to the Customer Services Supervisor.

REQUIREMENTS

PERSONAL QUALITIES

- Able to work shifts including weekends and Bank Holidays.
- Experience of working in a customer service environment.
- Experience of dealing with people over the telephone.
- Excellent interpersonal skills.
- Reliable and punctual.
- Bright, enthusiastic and friendly personality.
- Able to act on own initiative and make reasoned decisions.
- Able to work under pressure as part of a team.

EDUCATION & EXPERIENCE

- 5 GCSE's (or equivalent) grades A-C including mathematics and English language. Geography is an advantage.
- Further qualifications or experience in customer service would be an advantage.
- IT literate.
- Knowledge of a European foreign language is an advantage.

RESPONSIBILITIES

- Provide flight, ground transportation and tourist information.
- Make public address announcements.
- Deal with lost and found property.
- Co-ordination of ground transport.
- Fire and bomb alert training.
- Assist passengers with reduced mobility.
- Undertake patrols of the site to monitor customer service standards, including reporting of any defects.
- Process cash, cheque and credit card transactions.
- Operating the main Airport telephone switchboard.

SALARY AND JOB PROMOTION

A Customer Services Agent at London City Airport can expect a starting annual salary of approximately £17,500. There are opportunities for promotion to other departments within the Airport, or to a Customer Services Supervisor position. The annual salary for a Customer Services Supervisor is £20,000. There is also opportunity for overtime.

Interview with ...



Introducing Elizabeth Stanbridge, a Customer Service Supervisor at London City Airport

Tell me about a typical day?

I arrived at work at 0530 this morning and unlocked the office. I only have one staff member in at this time and they take their place on the switchboard. I log onto the computer and read handover and e-mails from the previous shift and then complete my morning checks. I have to check that all shops are open and ready for business and that everyone is in place for the start of the day. If the shops are not open, it means making early morning phone calls to managers to get staff in as soon as possible.

By 0630 I have a team of 6 staff who are manning the Information Desk and the switchboard. I have to then carry out operational checks ensuring all equipment is working and standards are being met.

If I have new agents on board, I concentrate on their training programme in the afternoon. I arrange for the emergency crash phone to be set off as an exercise.

As the day goes on I deal with any issues as and when they arise. No two days are ever the same in this job.

What is the emergency crash phone?

This is an emergency phone that Air Traffic Control (ATC) would activate if an aircraft was in distress. ATC would pass the details of the incident onto the switchboard agent. Once the call has been taken we have a 'call out' list to complete, the first calls are to the emergency services. Once the incident is stood down by ATC we call everyone back to inform them the incident is stood down. This is an important role of an agent and vigorous training is given before you can take a call.

What hours do you work?

The early shift starts at 0530 through to 1400 and the late shift starts at 1330 until close, which is usually around 2130. If we have delayed flights we have to stay on duty.

We have to continue to man the emergency phones and also be there to assist passengers when they arrive.

What sort of checks are you doing?

We do operational checks around the whole Airport. We are looking at cleanliness, anything out of place, faulty equipment and much more. You need an eye for detail; yesterday I was reporting stains on the carpet in the departure lounge. We break the Airport down into sections, Terminal, Terminal Front, Departure Lounge, Departure Pier and Gate Lounges, International Arrivals, Arrivals Pier and Domestic Arrivals and Ramp. Findings from my checks are sent daily to relevant departments. The Terminal Manager then follows up any ongoing issues.

What training did you undertake before becoming a Customer Service Supervisor?

I had worked at London City Airport as a Customer Services Agent for 2 years, gaining valuable 'on the job' training. Prior to my promotion, I shadowed an experienced supervisor for 4 weeks. I completed a Dealing with Difficult Customers course and Effective Report Writing Course. I also completed a NVQ Level 2 certificate in Team Leading and did a computer training course over a 6-month period.



What kind of problems may you deal with?

Staffing issues, for example someone calls in sick and arranging cover at short notice. Angry passengers shouting at my staff, queues in the Airport due to delayed flights, lost passengers, traffic problems on site, fire evacuations, equipment breaking, and the list could go on.

Three words to describe your role

Exciting, varied, satisfying.

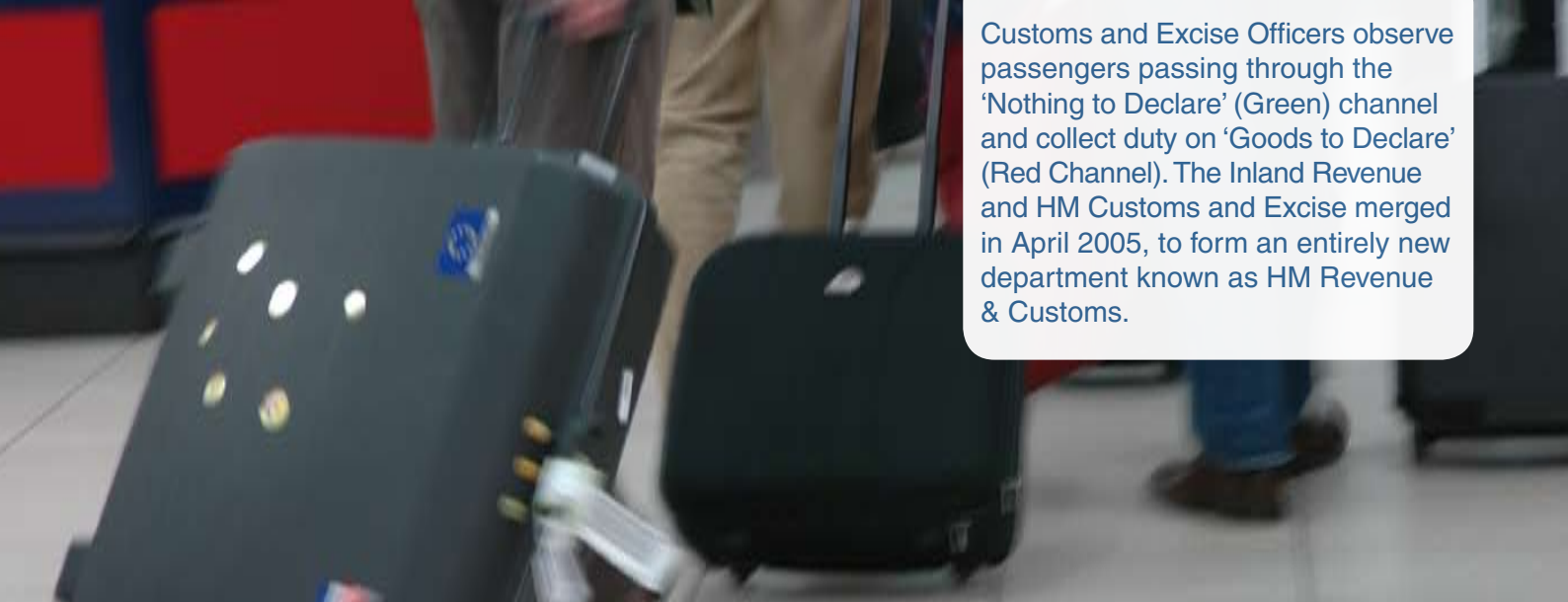
THINK ABOUT!

Any work experience (paid or unpaid) that involves dealing with members of the public will help you secure a role in a customer services team.

THE NEXT STEP

Learn a European foreign language. View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

CUSTOMS & EXCISE OFFICER



Customs and Excise Officers observe passengers passing through the 'Nothing to Declare' (Green) channel and collect duty on 'Goods to Declare' (Red Channel). The Inland Revenue and HM Customs and Excise merged in April 2005, to form an entirely new department known as HM Revenue & Customs.

REQUIREMENTS

PERSONAL QUALITIES

- Ability to analyse information and make decisions.
- Ability to work accurately, pay close attention to detail and notice inconsistencies.
- Ability to work independently and as part of a team.
- Good listening and questioning skills.
- Ability to present information in a clear and logical way.
- Tactful and polite.
- Honesty and fairness in applying rules.
- Numerate, able to interpret accounts and make calculations.
- Ability to keep calm when dealing with aggressive passengers.

EDUCATION & EXPERIENCE

- Dependent on entry level: 5 GCSEs A-C and 2 A levels or equivalent.
- For those without the above qualifications it is possible to join at lower levels and progress through internal promotion.

RESPONSIBILITIES

- To stop the illegal import or export of controlled drugs, drug money, firearms and any indecent material.
- To be aware of nervous, suspicious behaviour that may indicate a person is trying to import an illegal substance.
- To fill in relevant paperwork.
- To patrol the Airport.
- To arrest persons who are in possession of illegal substances and to interview them.

SALARY AND JOB PROMOTION

Salaries at entry level are between £12,000 and £18,000 a year. Officers at junior management level earn £18,500 to £22,000 a year. Those in more senior jobs can earn from £20,000 to more than £40,000 a year. HM Revenue and Customs has around 23,000 staff based all over the country. There are frequent opportunities at all levels. From junior manager positions, it is possible to move into more senior positions. There are also opportunities to move into specialist areas.

THINK ABOUT!

Officers may be expected to move to other parts of the country.

THE NEXT STEP

Vacancies are advertised at www.hmrc.gov.uk/jobs/index.htm.

GRADUATE DEVELOPMENT PROGRAMME

GRADUATE DEVELOPMENT PROGRAMME



Following University, a graduate development programme provides further development opportunities and an opportunity to cement a career. The London City Airport Graduate Development Programme provides graduates of any discipline with learning opportunities across all departments at the Airport. The 14 month programme exposes individuals to all aspects of the Airport business, obtaining key transferable skills which allow progression into a specific role that may be at a junior managerial level.

Competition for a place on this scheme is high. In past years, 400 applications have been received, from across the country. After a comprehensive recruitment process, involving testing and interviews, just two or three places are offered.

REQUIREMENTS

PERSONAL QUALITIES

- Smart appearance and clearly spoken.
- Confident & professional manner.
- Good presentation skills.
- Interest in aviation.
- Excellent communication skills - written and oral.
- Must live close to the Airport or be prepared to relocate to the area.
- Work will require varied shift patterns throughout the placement.
- Some unsociable hours including weekends and Bank Holidays.

EDUCATION & EXPERIENCE

- Educated to degree level, 2:2 or above.
- Excellent knowledge of Microsoft Word, Excel, PowerPoint and familiar with using the Internet as a research tool.
- Work experience, paid or unpaid.

SALARY AND JOB PROMOTION

The annual starting salary is £20,000. The salary at the completion of the programme depends upon the role chosen. It is usually between £22,000 and £25,000.

RESPONSIBILITIES

- Undertake the routine daily tasks of each department.
- Undertake special projects in each department as devised by department manager. These may include research projects, data analysis, surveys, exhibitions, field trips, reports etc.
- Assist in undertaking tours of the Airport as and when required.
- Represent the Airport at external meetings.
- Maintain the professional image of the Airport at all times.

THINK ABOUT!

Become an 'all-rounder', we want people who don't sit still for too long.

THE NEXT STEP

Achieve good grades at university, gain work experience and actively demonstrate an interest in aviation. Visit www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

Interview with ...



Introducing Barry Moore, Airfield Operations Controller, former Graduate Trainee

How did you get a place on the Graduate Management Development Programme?

I started my career at London City Airport as a Ground Services Agent. After 10 months in the job, I saw the advert for the graduate scheme on our internal notice board. I filled in the application form not really knowing what my chances were. I was called to attend an assessment day with about 35 others. The day consisted of a number of activities from individual assessments, group tasks, presentations and also a short interview. The day was quite daunting due to the calibre of the other applicants but overall it was enjoyable.

I then attended two interviews with two pairs of the management team. The final stage was an interview with the Chief Executive. This was probably the scariest part but it was generally relaxed and went well. A couple of days later I got the surprising but excellent news telling me I had been successful.

Describe what tasks you did on the Graduate Programme.

It varied from department to department which is what made it so interesting. Over the 14 month programme I learnt about the day to day operation in each department, as well as working on special projects. Tasks varied from the hands-on tasks such as body searching, aircraft marshalling, setting up event promotions to project work including route research, rostering, market research and passenger surveys.

What kind of training did you receive whilst on the Graduate Programme?

The scheme provides a great opportunity to develop skills in a variety of areas. I received lots of hands-on training in each department and then attended a number of courses. This included communication and written skills, telephone skills, management and

team leadership and a variety of human resources programmes, such as Staff Recruitment and Selection.

What did you enjoy most about the programme? What was the biggest challenge?

The variety and diversity of the scheme makes it very exciting, also making a valuable contribution in each area. Getting to know everyone across the Airport. Getting to attend a variety of external functions and events. I enjoyed going to work every day.

The most challenging aspect was walking into a department for the first time, taking a lot in, in a short space of time. Then having to leave the department you have settled into and the team you have spent 4-8 weeks working with.

What is the most valuable thing you learnt as a graduate to help you in your current role?

I am now working as an Airfield Operations Controller; my experience of working in a team and also understanding the roles each department plays in the Airport has been invaluable. The experience gave me an invaluable insight into the overall picture of how the Airport functions.

I have also developed my time management skills and ability to manage a diverse workload. I have improved general skills such as phone techniques, IT and presentation skills.

What advice would you give to someone considering applying to the graduate scheme?

Do your research for the interviews. Remain open minded and be prepared to learn. Don't think you know it all.

If you want an easy routine 9 to 5 then this isn't the job for you. For every day out and about there will be days of admin work at a desk. It is all part of the learning experience and vital to the running of the Airport.

Keep your eyes and ears open, as there are opportunities to learn a great deal. Most importantly just enjoy it, the time goes by very quickly but it is a brilliant experience and one you will have absolutely no regrets doing.

GROUND SERVICES AGENT



Ground Services Agents have the most physically demanding job at the Airport. Their main responsibilities are aircraft marshalling, the co-ordination of aircraft loading and baggage handling, application of ground power and aircraft start-ups. Agents must be in good health with normal colour vision. They are outside in all weathers and this role requires great attention to health and safety. At London City Airport they are employed by the airport operator, at some airports they are employed by a ground handling company.

REQUIREMENTS

PERSONAL QUALITIES

- Able to work shifts including weekends and Bank Holidays.
- Reliable and punctual.
- Good perception skills and able to pay close attention to detail.
- Able to work as part of a team.
- Able to work under pressure.

MEDICAL REQUIREMENTS

- Physically fit with good sight (normal colour vision) and hearing.

EDUCATION & EXPERIENCE

- Good general education with competence in English and mathematics.
- Hold a full, clean driving licence, held for minimum of 6 months.
- Experience of working shifts is an advantage.

RESPONSIBILITIES

- Maintain highest levels of health and safety standards and customer service standards in the work-place.
- Aircraft marshalling.
- Placement of aircraft chocks in front of and behind nose wheel.
- Aircraft ground power – ensure the correct voltage power supply to the aircraft from both fixed and mobile ground power units.
- Baggage handling and sorting.
- Aircraft start-up.
- Snow clearance and de-icing of aircraft when required.

SALARY AND JOB PROMOTION

A Ground Services Agent's starting annual salary is approximately £17,500. For those who work part-time, this amount is pro-rata. Sometimes extra is earned by working overtime. There are opportunities for promotion to a Team Leader or Supervisor position. The annual salary for these positions ranges from approximately £19,000 to £20,000.

Interview with ...



Introducing Shahid Munir, a Ground Services Agent at London City Airport

What does a Ground Services Agent do?

An agent will marshal aircraft, load and unload bags and gather important information about the turnaround operation and its requirements, to ensure the aircraft departs on time. You have to use your initiative and prioritise in order to judge effectively where there is a need and work together to complete a job.

How did you hear about your job?

I saw it advertised on the Reed Employment site on the Internet. (www.reed.co.uk) I visited Reed Employment and within a week I went back to sit a small test, then I had an interview. I have worked here for 12 months now.



THINK ABOUT!

The weather! As a member of the Ground Services team you work outside in all weathers, it may not suit you to work outside when it's really hot or really cold! This role keeps you fit and saves you paying for a gym membership!

THE NEXT STEP

View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

What patterns of shift work are you expected to do?

They are all mixed. The average working week is 40 hours and I can work at any time between 0530 and 2200 to cover these hours.

What safety requirements are in place to allow you to do your job safely?

Appropriate clothing is provided to ensure I work safely and according to regulations. I also have to attend an annual Ramp Safety course which keeps me refreshed and reminded of good practices for keeping safe. Complacency is very dangerous when dealing with aircraft. Working on the ramp with aircraft is a good way to learn about safety, you see the potential hazards that you learn about in theory.

What do you enjoy most about being a Ground Services Agent?

At the end of the working day I feel I've achieved something. The people that I work with make every day different, many of us are good friends.

Do you have any stressful moments you have to deal with?

Outbound bags can be stressful. When there is bad weather, for example fog, aircraft can come in late and schedules go out of the window, so delays result. Team leading at this time can become a challenge, as there is pressure to prioritise.

How long does it take to turn an aircraft around?

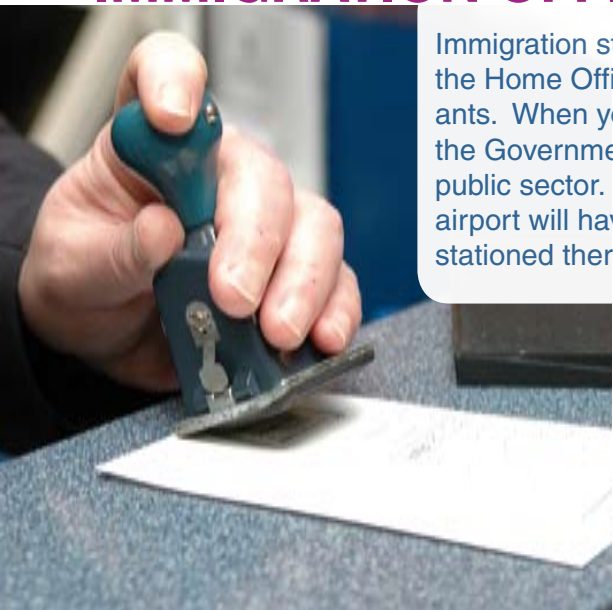
Thirty minutes maximum. This is our target and the main concern for a Ground Services Agent.

What is the most unusual item you have loaded or unloaded from an aircraft?

A Victorian chair!



IMMIGRATION OFFICER



Immigration staff are employed by the Home Office and are Civil Servants. When you are employed by the Government, you work for the public sector. Every international airport will have Immigration Officers stationed there.



REQUIREMENTS

PERSONAL QUALITIES

- An inquiring mind.
- Ability to work with others.
- Confident in making tough decisions.
- Able to work shifts and weekends.
- Ability to prioritise.
- Adaptable to new laws.
- You must be a UK National.

EDUCATION & EXPERIENCE

- No specific qualifications but you must sit a test to determine your written, analytical and decision-making skills.
- Speaking a second language is beneficial.

RESPONSIBILITIES

- To enforce strict government legislation.
- To monitor people that enter and leave the Airport.
- Checking passenger's passports.
- Interviewing passengers.
- Looking out for suspicious behaviour.

SALARY AND JOB PROMOTION

Salary scales for Immigration Officers start at around £20,000 a year. Experienced immigration officers can earn between £27,000 to £30,000 a year. The Immigration Service is keen for employees to continue learning at work and offer a number of initiatives. It may be possible for you to study an NVQ at work, to become involved in work shadowing or to partake in an exchange scheme. This can lead to promotion within the Civil Service and also opportunities abroad.

THINK ABOUT!

You must be prepared to ask passengers difficult questions, and don't be surprised if they are not always friendly!

THE NEXT STEP

Vacancies are usually advertised in the national press. Visit their website on <http://www.civil-service.gov.uk/jobs/> for more information or to apply.

MAINTENANCE OFFICER



Maintaining the facilities at an airport is crucial to its continued operation. The maintenance of London City Airport is currently carried out by an external company called PME (Planned Maintenance Engineering). The roles vary from maintenance officers to helpdesk staff, engineers and technicians, shift leaders and managers.

REQUIREMENTS

PERSONAL QUALITIES

- Committed to completing a course to become an engineer.
- Reliability.
- Flexibility, you may be required to work shifts.

MEDICAL REQUIREMENTS

- Physically fit with good sight (normal colour vision) and hearing.

EDUCATION & EXPERIENCE

- You must be 18 years or over to be an engineer with many companies.
- To become an engineer an Apprenticeship, City & Guilds or ONC is required.

RESPONSIBILITIES

- To service all aspects of the airport buildings and equipment when required.
- To work through a list of jobs given to you each day.
- To report anything that could not be fixed.

SALARY AND JOB PROMOTION

Salary depends on the job role but trained engineers can expect to start on approximately £25,000. There are always opportunities for job promotion when vacancies arise.



THINK ABOUT!

Contact your local colleges to find out about engineering courses. You may have to take a part-time job to pay for the course but the benefits can be well worth it in the long run.

THE NEXT STEP

Contact local employment agencies. This is where jobs will be advertised.

PASSENGER HANDLING AGENT



A Passenger Handling Agent does not usually work for a particular airline; they look after passengers flying with a variety of airlines. At London City Airport, Passenger Handling Agents undertake a variety of roles including dispatch, check-in and aircraft boarding, usually working for one of two main handling agents: Menzies Aviation and KLM Ground Services (KGS) and Air France does its own passenger handling. The role is busy and requires someone with energy, patience and an interest in delivering outstanding customer service.

PASSENGER HANDLING AGENT

REQUIREMENTS

PERSONAL QUALITIES

- Highly Motivated.
- Flexible.
- Able to work shifts including week-ends and Bank Holidays.
- Good listener.
- Calm when dealing with deadlines.

MEDICAL REQUIREMENTS

- Physically fit with good sight (normal colour vision) and hearing.

EDUCATION & EXPERIENCE

- Educated to GCSE level or equivalent in English and mathematics and preferably a foreign European language.
- Specialised qualifications in travel and tourism are useful.
- IT literate.
- General customer service experience is favourable.

RESPONSIBILITIES

- Meet inbound flights and brief crew members of outbound flights.
- Ensure passengers board the correct aircraft safely and stairs are positioned correctly.
- Check-in Agents check passenger identification, allocate seats, weigh and label baggage and ask specific security questions.
- Produce relevant reports.

SALARY AND JOB PROMOTION

Salaries vary between passenger handling agent companies, but as a general starting you could expect to receive £8.80 per hour. There are usually opportunities for part time employment, (pro-rata) and with relevant experience and proven ability it is possible to move into a supervisors role. Following this, supervisors become site managers.



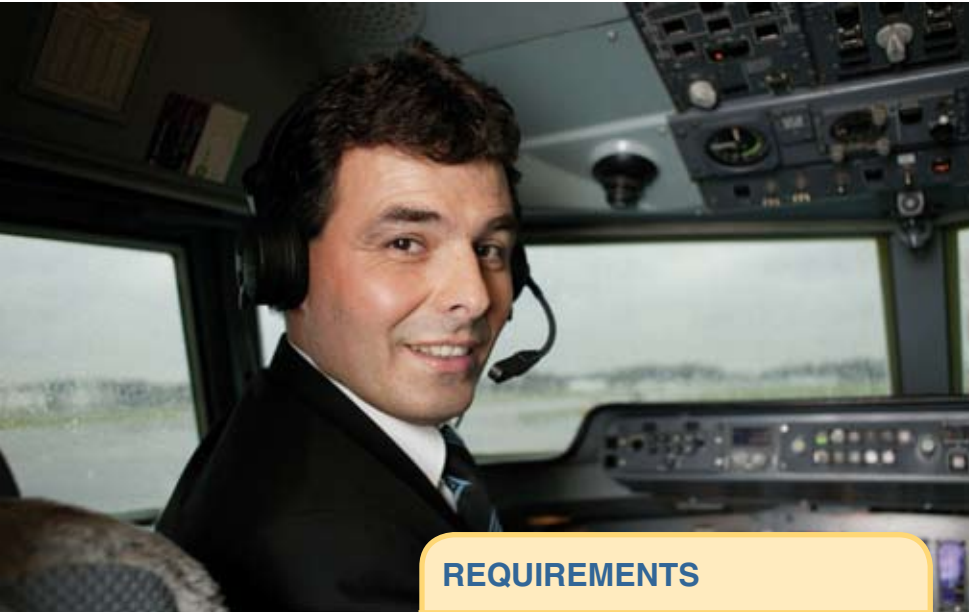
THINK ABOUT!

Timing is everything. When a plane needs to go, a plane will go!

THE NEXT STEP

For London City Airport vacancies, visit www.menziesaviation.com or www.klm.com/corporate/jobs/en

PILOT



Many people believe working as a pilot is a 'dream job'. However, often people have an unrealistic perception about what it is really like. In reality, the job commands a great deal of personal commitment and self-sacrifice. Pilots are required to undertake comprehensive training, which is expensive and requires much dedication. Normally a flight crew consists of two pilots; a Captain, the more experienced and a First Officer.

THINK ABOUT!

Securing a place to train as a pilot will be extremely competitive. You therefore need to show you have a keen interest in aviation. This could mean joining the Air Training Corps or getting work experience in the aviation industry.

THE NEXT STEP

Pilot Training is expensive with fees ranging from £55,000 to £100,000. In addition to a medical, applicants will need to take an aptitude test before they begin. There are three main options for training to become a pilot.

1. Apply to an airline which offers sponsored training.
2. Enrol on a course that is approved by the CAA (Civil Aviation Authority).
3. Enrol with the Armed Forces.

For further information about courses, start by visiting the websites of the individual airlines or contact the CAA (www.caa.co.uk) to identify the approved flying schools.

REQUIREMENTS

PERSONAL QUALITIES

- Able to work shifts and be on call.
- Strong communication skills.
- Level-headedness, calmness and the ability to think and respond appropriately in difficult situations.
- Self-confidence and a clear speaking voice.
- Good co-ordination and physical fitness.
- Team player.
- Hold a valid passport allowing unrestricted world-wide travel.
- A strong sense of responsibility.

MEDICAL REQUIREMENTS

These may vary between airlines.

- No more than 49 years at time of application for training.
- For airline sponsored training, aged between 18 and 26 years.
- Between 1.57m and 1.91m in height, with weight in proportion to height.
- Physically fit – required to pass a medical.
- Normal vision – corrective lenses are allowed.

EDUCATION & EXPERIENCE

- Minimum of five GCSEs Grade A-C in English, mathematics and science.
- Minimum of two A Levels, preferably in mathematics and physics.
- Higher education qualifications in Scientific or Aeronautical Engineering are an advantage.
- Pre-entry experience in aviation is an advantage i.e. Membership of Air Training Corps (ATC).

RESPONSIBILITIES

- The safe and efficient operation of the aircraft.
- Acquire information about the route, weather, passengers and aircraft.
- Flight planning: the route; flying height; how much fuel to take.
- Fly aircraft safely to its destination.
- Land and park aircraft.
- Update Air Traffic Control on flight progress.
- Keep a flight log and write reports.
- Brief cabin crew before flight and liaise with them throughout flight.
- Carry out checks on the navigation and operating systems.
- Interpreting complex data.
- Communicate with passengers.
- React promptly and appropriately to environmental changes and emergencies.

SALARY AND JOB PROMOTION

Salaries vary according to the airline and the size and type of aeroplane. A starting annual salary for First Officer is approximately £25,000. Annual salary for Senior First Officer is approximately £36,000 and £60,000 for a newly appointed Captain. An experienced Captain can earn in excess of £100,000 per year.

RETAIL ASSISTANT

There are many career opportunities in the retail sector at an airport. At London City Airport, this can range from working in a duty free shop such as Nuance, a bookshop such as Hughes and Hughes, Bally fine leather goods, World News bookshop or Travelex, a foreign exchange bureau. In some airports, retail opportunities are far broader. Individuals with a dynamic personality, desire to interact with people and an eye for merchandising will do well in this role.



REQUIREMENTS

PERSONAL QUALITIES

- Ability to work in a team of people.
- Able to give good customer service and remain calm when faced with a difficult customer.
- Be good at timekeeping. The shop will rely on you to be on time each day.
- Able to work shifts including weekends and Bank Holidays.

EDUCATION & EXPERIENCE

- Academic requirements vary. Some companies require 5 GCSE grades C or above. Some only require for competence in English and mathematics.
- Any customer service experience is a big advantage.

RESPONSIBILITIES

- To provide excellent standards of customer service to customers.
- Using the cash register to serve customers.
- To merchandise the shelves by putting stock out and moving stock around.

SALARY AND JOB PROMOTION

You can expect to earn annually between £11,000 and £15,000 as a retail assistant in an airport. There are opportunities to progress to a deputy store manager and store manager if you have done well in your assistant job, with salaries ranging from £18,000 to £30,000. Some roles will be commission based.



THINK ABOUT!

If you want to work in retail, have you visited the store to make sure the environment is right for you?

THE NEXT STEP

Be pro-active: It is always worth taking your CV to a store and asking to speak to the store manager. Look in local Job Centres or newspapers for job advertisements.

TRAINEE AVIATION FIRE FIGHTER

The fire fighting service provided at an airport is a statutory requirement, which operates within Civil Aviation Authority legislation. Fire fighters are specifically trained to deal with potential aircraft emergencies. After completing a number of courses as a Trainee Fire Fighter, individuals move on to be a qualified Fire Fighter.



THINK ABOUT!

If you are uncomfortable at being trapped in small spaces, this is not the job for you.

THE NEXT STEP

View www.reed.co.uk for LCA job vacancies or contact 0207 517 3594.

REQUIREMENTS

PERSONAL QUALITIES

- Able to think and assess situations quickly and act on own initiative.
- Able to accept reasonable command without question.
- Can be relied upon to complete tasks to a high standard and on time.
- Good communication and social skills.

MEDICAL, AGE AND HEIGHT REQUIREMENTS

- Aged 21 – 54 years.
- Minimum height 5'6" (1.67 m).
- Good all round health and mobility, including;
Good unaided vision,
Normal colour vision,
Normal hearing,
Not subject to vertigo / claustrophobia,
No history of epilepsy.

EDUCATION & EXPERIENCE

- Good general education, including GCSE (or equivalent) in English and mathematics.
- Full, clean driving licence, held for minimum of 6 months.
- Experience of working in a team environment.

RESPONSIBILITIES

- To respond/assist to any emergency involving aircraft or property.
- To assist in fire prevention duties within airport premises including - testing of fire alarm systems, sprinkler systems, hand fire appliances and hose reels.
- Inspection, testing and maintenance of rescue and fire fighting equipment.
- To attend training courses as required to obtain the necessary qualifications and proficiency as an Airport Fire Fighter.
- Deliver airport staff fire training.
- To provide assistance to disabled passengers getting on or off aircraft.
- To assist in the clearing of runway, taxiways and apron.
- Disposal of material confiscated by HM Customs and Excise.
- Collection and disposal of fuels.

TRAINING & SALARY

When starting at London City Airport, a Trainee Fire Fighter will be seconded to one of the three watches. Individuals must pass a heavy goods vehicle licence as he/she will be expected to drive fire appliances. Individuals must pass as a coxswain in order to take charge of the rescue boat. Individuals must also pass an Large Goods Vehicle class 2 driving test within 9 months of starting date. A starting annual salary is approximately £22,000.

TRANSPORT PROVIDERS

Bus Drivers, Docklands Light Rail (DLR) and 'Black Cab' Drivers



Bus Drivers

Competent drivers are key to the success of any bus service. Buses that visit London City Airport are operated by the East London Bus Group, on behalf of Transport for London. Bus operators look for people with good customer awareness skills who enjoy serving the public and like driving. All drivers must take a Passenger Vehicle (PCV) test.

RESPONSIBILITIES

- Safely transport passengers from one area to another.
- Take money from passengers and issue tickets.
- Keep to a strict timetable.

REQUIREMENTS

PERSONAL QUALITIES

- Organised; keep to a timetable.
- Reliable.
- Able to keep calm when dealing with aggressive passengers.

EDUCATION & EXPERIENCE

- Must have a full UK/EU driving licence (max. 3 points).

SALARY AND JOB PROMOTION

East London Bus Group offer competitive rates of pay and generous benefit packages that may include; overtime opportunities, free travel on London's buses and London Underground (and for a nominee after a qualifying period), pension scheme, on site canteen facilities and the opportunity for future training.

THE NEXT STEP

For further information and vacancies visit www.tfl.gov.uk

DLR Passenger Services Agent

As Passenger Service Agents are not generally required to drive the trains, they are free to move around within the vehicle, overseeing safety, checking tickets, giving travel advice and assisting any passengers requiring help; such as mobility impaired users or parents with small children. They are also able to issue penalty fares on the spot to passengers not in possession of a valid ticket.



THE NEXT STEP

Visit Transport for London's website: www.tfl.gov.uk for more information and job vacancies.

RESPONSIBILITIES

- Close the doors using the central control system.
- Drive the train when necessary and use the two way radio to do so.
- Keep safe all passengers on board.
- Check tickets.

'Black Cab' Drivers (Licensed Taxi Drivers)

Each day, hundreds of licensed taxi drivers come to London City Airport to pick-up and drop-off passengers. To become a Licensed Taxi Driver in London you must gain 'The Knowledge'. This may take up to 24 months to learn all the roads in central London. Drivers need to either purchase or rent their own cab, costing approximately £30,000 to buy a cab, and £150-£250 per week to rent one.

SALARY AND JOB PROMOTION

How much you earn depends on you as there are no set hours: you can work as little or as much as you want. A driver working 40 hours a week on average can earn annually £20,000 plus tips. There are professional training courses available if you are interested in further study.

THINK ABOUT!

Remember that you will have to study hard to learn the many roads in London but the reward is that you choose the hours you want to work.

THE NEXT STEP

For further information, contact www.tfl.gov.uk/pco

REQUIREMENTS

PERSONAL QUALITIES

- Must be 21 years or over to hold a licence.
- Ability to learn the topography of London and committed to the time taken to achieve this. Must be 18 years to sit your 'Knowledge' test.
- Enjoy chatting to different people.

EDUCATION & EXPERIENCE

- No set qualifications are required.
- Any experience of working with the public would be advantageous.



NOW IT IS YOUR TURN... WHAT NEXT?

If you would like a career in aviation or want to work in an airport environment, and more specifically at London City Airport, there are a number of routes you can take to seek employment.

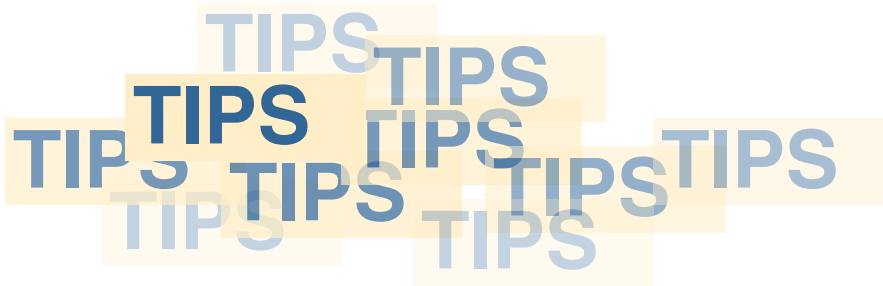
All recruitment for London City Airport Ltd is managed by Reed Employment. This includes employment opportunities profiled in this publication, in the following departments. Remember this list is not exhaustive, an airport is like a small town and there are jobs to suit all interests.

- Airfield Operations
- Aviation Fire Service
- Aviation Security
- Business Development (including Graduate Development Programme)
- Corporate Support
- Customer Service
- Ground Services

Contact Details

Reed Employment
www.reed.co.uk
Phone: 0207 517 3594

For all other jobs mentioned in this publication and other airport roles, the best place to source vacancies is to visit individual company websites, read local and national press, visit local Job Centres or private recruitment companies. Your careers advisor at school/college is also a useful starting point.



A WORD OF ADVICE

A career or employment opportunity will not fall into your lap, you need to work hard, make informed decisions and create opportunities for yourself.

Not all employment vacancies are advertised!

Take a pro-active approach. Some of the most successful people gain employment by writing a letter, accompanied with their Curriculum Vitae (CV), to companies of their choice, or they visit them in person. If you don't ask, you won't get! However, be aware, some companies do not accept 'speculative CVs' (including London City Airport) and many will only accept job application forms relevant to current vacancies.

Be sure to read the job description.

When applying for a job, be sure to read the job description and the person specification thoroughly. While the job description explains the tasks of the role, the person specification describes the type of person the employer is looking for to do the role. When writing your CV, covering letter and/or application form, be sure to convince your potential employer that you have the skills, experiences and personal qualities that are required to do the role.

Check your job application form first.

When completing a job application form, be sure to prepare a draft copy first and ask someone who is experienced in completing forms to check it over. A spelling mistake; untidy handwriting; writing too much or not enough can damage your chances of securing an interview.

Never lie on a CV or application form.

Always check that your referees are happy to give you a reference!

Gain paid or unpaid work experience.

Competition for vacancies is high, so providing examples of solid work experience will help you secure the position you want. Employers want people who can demonstrate their ability to multi-task.

It is difficult to walk into your dream job first up.

Your first role is likely to be an entry level role, or a role that is not perfect for you. But it is all good experience.

Prepare for your job interview.

Research the company and practise answering questions you think they may ask you. Be polite and answer all questions in full, giving as many examples as you can.

Dress appropriately for the interview.

Dress smartly and ensure your shirt is pressed and suit clean. No jeans or hooded sweatshirts!

After the interview...

Never underestimate the power of the receptionist. After you have left the building a receptionist is often quizzed by the interviewer on your behaviour before and after the interview.

Do not be despondent if you do not get the first role you apply for. **Try again.**

Following an interview, **you are entitled to feedback** on your own performance. Contact your interviewer to gain this and use this feedback to learn something for your next interview.

This document is available on our website, www.londoncityairport.com/careers



London City Airport
Royal Docks, London, E16 2PB
LondonCityAirport.com

Phone: 0207 646 0000
LondonCityAirport.com