

## VACANCY

LOCATION	-	LHR
POSITION	-	Duty Manager Terminal 2
REPORTING TO	-	Service Delivery Manager
HOURS OF WORK	-	As required for proper performance of duties
RATE OF PAY	-	TBC
<b>CLOSING DATE</b>	-	<b>22<sup>nd</sup> March 2017</b>

ICTS (UK) Ltd are looking for Duty Manager to have overall responsibility for the security operations within specific sites

### KEY TASK AREAS / RESPONSIBILITIES

- First point of contact for the Supervisors / Controllers.
- Responsible for all day to day operational and administrative matters on site
- Budgetary responsibilities as instructed by Service Delivery Managers.
- Reporting to SDM with feedback or any other relevant operational reports.
- Responsible for all professional matters on site, to include ISO 9000
- Client liaison when required and appropriate.
- Dealing with all HR matters on site
- Responsible for upholding ICTS's Health and Safety standards
- Responsible for monitoring Risk Assessments
- Responsible for Rostering, Planet and allocation maps review and monitoring
- Staff Appraisals.
- Recurrent Training and Drills.
- Responsible for On Job Training and staff development.
- Responsible to carry out any other tasks delegated by SDM.

### PERSON SPECIFICATION

#### Essential

- 10 years' checkable background
- Able to work Days, Nights, Weekends, Bank Holidays
- Computer literate
- Driving License (preferred)
- Excellent written and spoken communication skills
- Good administration skills
- Reliability and flexibility
- The ability to work under pressure and utilising your own initiative
- Proven management skills
- Ability to set improvement standards on a daily basis
- Knowledge of airport aviation operations.

#### Desirable

- Completion of the ICTS Supervisors Course
- Knowledge of ICTS Procedures and ISO Procedures.
- Completion of at least CMI level 3

*We take our commitment to principles of fairness and mutual respect for people of all faiths and cultures seriously and we expect our employees to do so as well. We take firm action where any concerns are raised both internally and by our clients, customers and members of the public.*

All applicants must have correct documentation enabling them to work here and also have a permanent NI number.

**Internal candidates will be expected to show a good attendance/timekeeping record and also a good performance in their previous role(s).**

This position may be subject to Client/Board approval.

All Positions are subject to a probationary period of 6 months.

Please Note: The probationary period can be extended should the candidate's performance not meet the required standard.

Interested parties should send their CV with a covering letter to Mihaela Onofrei, HR Officer, [mihaela.onofrei@icts.co.uk](mailto:mihaela.onofrei@icts.co.uk)

**ICTS IS AN EQUAL OPPORTUNITIES EMPLOYER**