

LOCATION	-	Bristol Airport
POSITION	-	Administration Assistant – Pass Office
REPORTING TO	-	Administration Manager
HOURS OF WORK	-	0800-1600 Monday to Friday
RATE OF PAY	-	£9.00 per hour- increase after 6 months' probation £9.74 per hour
CLOSING DATE	-	10th November 2017

Role overview

The selected candidate will be based in the Old Terminal Building to assist in the efficient running of the pass office. You will be focused with an ability to communicate sufficiently with other members of ICTS, Airport Business Partners and the client where necessary. You will assist the Pass Office and the ensuring compliance to all regulatory requirements.

Key Responsibilities:

- Assisting the Pass Office Team across a range of administrative duties.
- Preparing vetting papers for staff.
- Filing, photocopying and updating electronic spreadsheets.
- Assisting the Administration Team where and when appropriate.
- Receive and check pass applications for all prospective pass holders at Bristol Airport
- Issue temporary and full passes
- Amend and update passes
- Take photographs
- Operate and maintain data base
- Monitor 60 days drop-outs
- Book airside safety training and driver courses
- Issue CP vehicle passes
- Check and process driving permit applications
- Check and process lost pass forms
- Issue travel permits
- Deal with email and phone enquiries
- Check on references, filing, keep records (hard copies/digital) of

PERSON SPECIFICATION

Essential

- Experience of software packages would be an advantage
- Attention to detail
- Organised
- Good Customer Service with the ability to be assertive when necessary
- Ability to do additional hours to cover sickness and holidays

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 Managerial positions and Promotions 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 Alan Laycy, Administration Manager,
alan.laycy@icts.co.uk**

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