

## VACANCY

- LOCATION** - London Heathrow
- POSITION** - Supervisor on American Airlines Contract
- REPORTING TO** - Customer Service Manager / SDM
- HOURS OF WORK** - As required for operational coverage
- RATE OF PAY** - TBC
- CLOSING DATE** - **Friday 22<sup>nd</sup> September 2017**

ICTS (UK) Ltd are looking for Supervisors to have overall responsibility for making sure full procedures are adhered on American Airlines contract.

### **KEY TASK AREAS / RESPONSIBILITIES**

- First point of contact for the agents
- Responsible for all day to day operational procedures
- Client liaison when required
- Dealing with all training refresher allocations
- Responsible for upholding ICTS's Health and Safety standards in conjunction with ICTS
- Rostering and allocations review and monitoring
- Dealing with operational issues on a daily basis
- Carry out tasks delegated by Management
- Carrying out corrective action when required

### **PERSON SPECIFICATION**

#### **Essential**

- Internal candidates only
- Hold a full airport ID
- Able to work Early, Lates, Weekends, Bank Holidays
- Computer literate (essential)
- Driving License (preferred)
- Excellent Written/Spoken English and good communication skills
- Good administration skills
- Reliability and flexibility
- The ability to work under pressure and utilising your own initiative
- Energetic and target driven
- Ability to set improvement standards on a daily basis
- Must have good knowledge of require and procedures on the American Airlines operations

***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 Raj Kumar, Customer Service Manager, [raj.kumar@icts.co.uk](mailto:raj.kumar@icts.co.uk)**

**ICTS IS AN EQUAL OPPORTUNITIES EMPLOYER**