# Security Officer

## Our Story

Birmingham Airport is the UK's seventh-largest airport, with 30 airlines connecting customers to over 120 direct destinations and more than 400 worldwide. We're set to grow to more than 18 million passengers a year by 2033, supported by the arrival of HS2, which will link us to central London in just 37 minutes. By the same point, we aim to be a net zero carbon airport.

Our purpose is simple: **Proud of Every Journey**. Every colleague at Birmingham Airport plays a vital role in helping customers travel safely, smoothly and comfortably from A to B, contributing to an experience we can all be proud of.

We're creating a kind, values-driven workplace where people feel empowered to do their best. Our values — **Curious, Dedicated, Inclusive, Respectful and Supportive** — shape how we work together and how we serve our customers, always with safety and security at the heart of what we do.

Our strategy is built around seven pillars: **Growth, Customer, Neighbour, Efficiency, People, Safety & Security and Carbon**. Together, they guide how we operate, how we make decisions and how we continue to deliver an airport we can all be proud of.




## About the role

### Summary

To deliver frontline aviation security operations at Birmingham Airport, ensuring compliance with the National Aviation Security Programme (NASP), CAA regulations and local operating procedures.

The role requires the consistent application of defined security procedures, sound judgement in routine and non-routine situations, and professional interaction with passengers and colleagues to ensure safety, security, and an efficient passenger experience within a 24/7 operational environment.

### Duties and Responsibilities

**1. Security Operations & Compliance**

- Control access to restricted and operational areas, ensuring compliance with authorisation requirements
- Conduct security screening activities including ID checks, boarding card checks, physical searches and inspection of items, in line with CAA standards and local procedures
- Operate security screening equipment in accordance with training and certification
- Maintain continuous vigilance and attention to detail to identify prohibited items, irregularities or suspicious behaviour
- Apply security rules consistently and escalate concerns appropriately in accordance with procedures
- Meet required compliance, audit and performance standards set by the CAA and Security Management

**2. Decision-Making & Judgement**

- Make timely, appropriate decisions within defined procedures to balance safety, security and operational flow
- Exercise judgement within regulation and defined processes when interpreting screening outcomes, determining escalation, and responding to passenger behaviour
- Refer non-routine, unclear or higher-risk situations to supervisors in line with escalation protocols

**3. Customer & Passenger Interaction**

- Communicate clearly, calmly and professionally with passengers to provide instructions, explanations and reassurance
- Demonstrate empathy and interpersonal effectiveness when dealing with anxious, distressed or challenging passengers
- Apply security rules firmly but respectfully, using communication skills to gain cooperation and reduce conflict
- Act as a professional representative of Birmingham Airport at all times

**4. Teamwork & Collaboration**

- Work cooperatively with colleagues to maintain lane efficiency, fairness and consistent security standards
- Support team members proactively, sharing tasks and responding flexibly to operational demands
- Contribute to a positive, inclusive and respectful team environment

**5. Incident Response & Reporting**

- Respond to emergency situations and security incidents in line with agreed procedures
- Undertake escort duties as required

- Maintain accurate written and verbal records of incidents, actions taken and decisions made

**6. Learning, Compliance & Self-Management**

- Complete all mandatory CAA, Security, IT and Health & Safety training within required timescales
- Maintain required certification and competence standards following training
- Actively seek feedback and demonstrate the ability to learn, adapt and improve performance
- Take accountability for timekeeping, conduct, and adherence to policies and procedures

## Essential Experience

- Ability to maintain high levels of attention to detail and vigilance
- Clear and confident communication skills
- Ability to remain calm and composed under pressure
- Strong interpersonal skills and ability to engage with a wide range of people
- Ability to follow procedures precisely while applying sound judgement
- Willingness and ability to work in a fast-paced, safety-critical environment
- Openness to learning and successfully completing structured training and assessments
- Ability to pass required aptitude testing and pre-employment screening

## Desirable Experience

- Experience in a customer-facing, operational, or regulated environment
- Exposure to security, safety, or compliance-based roles

The Airport Company reserves the right to vary the duties and responsibilities of staff under conditions prescribed in local agreements. Thus, it must be appreciated that the above duties may be altered as the future changing needs of the service may require.