



Job Description

- This form summarises the purpose of the job and lists its key tasks, it may be that not all competencies are a part of the role
- It may be varied from time to time at the discretion of the Company, in consultation with the post holder
- Flexibility: To deliver services effectively, a degree of flexibility is essential and the post holder will be required to occasionally work outside their normal working times
- The post holder may be required to perform work not specifically referred to below

Job Title: Firefighter/Duty Crew

Department: Rescue & Firefighting Service (RFFS)

Accountable To: Senior Airport Fire Officer (SAFO)

Job Summary/Responsibility:

The role of an Airport Firefighter is an interesting, varied and at times, challenging one. You will be a key player in a small team of professionals dedicated to their service. The job demands individuals to think quickly, make sound decisions and act confidently when the need arises. Following your basic training course at the International Fire Training Centre, you will be assigned to a *Watch* where you will build on your knowledge and maintain your competencies through our comprehensive on-station training programme. You will be trained in the use of breathing apparatus, large goods vehicle driving and first aid, all of which will equip you with the vital skills required to deal with routine emergency situations on and off the airport. You will also be responsible for the servicing and maintenance of fire service equipment and general cleanliness of the fire station and surrounding areas.

A Firefighter at London Biggin Hill Airport differs from some other airports as we are involved in a wide range of other essential operational functions such as aircraft marshalling, baggage handling, security, aircraft de-icing and snow clearing. This is a customer-focused role and the job holder is expected to interact with our VIP customers and flight crew to ensure they have a great experience at our airport. Showing diplomacy and professionalism whilst fulfilling an essential operational role is key to our success.

London Biggin Hill Airport has a one-team approach so, although you will be working in a fire service role or in a busy airside environment, there will be times when you may be asked to help out in other areas to ensure that customer service is never compromised.



Duties:

- Provide a safe and effective rescue and firefighting service to those in need
- Attend a variety of incidents including aircraft related emergencies and first aid calls
- Maintain your high standard of competence by participating in a comprehensive on-station training programme and providing evidence through personal training records
- Participate in and give presentations as part of the above training programme or our mandatory staff fire training regime
- Assist with routine test and inspections of fire service appliances and equipment
- Maintain station administration documents for regulatory inspections
- Assist with fire prevention duties within the airport premises
- Provide assistance to disabled passengers or patients transported by air ambulance
- Conduct educational visits from school / air scout groups, promote fire safety and explain the purpose of our service
- Undertake, plan and co-ordinate aircraft marshalling and other ramp operations
- Ensure the safe passage of our clients by assisting with security screening of bags and passengers
- Provide assistance in a wide range of safety related ground operation functions for example, wildlife hazard control, aircraft anti/de-icing or snow removal during inclement weather
- Ensure consistently high standards of customer service are delivered at all times
- Communicate with other airport teams to ensure a seamless delivery of customer service
- Ensure that all provisions of the Health & Safety at Work Act, Civil Aviation Authority (CAA) directives and airport policies, procedures and regulations are maintained at all times
- Carry out any reasonable task requested of you

Competencies:

Communication

- Ability to communicate critical and/or complex information under demanding conditions
- Ability to communicate in a diplomatic, tactful and courteous manner with people of all levels of seniority, in the most appropriate format (both written and orally)
- Excellent communication skills. Ability to liaise with Local Authority Emergency Services
- Confident to make presentations to groups (not initially)

Teamwork and Motivation

- Demonstrable ability to provide a proactive contribution to a team that operates in a busy, customer service driven environment
- Upholds ethics and values
- Flexibility and willingness to accept a wide range of tasks

Service Delivery

- Demonstrates absolute discretion **at all times** to protect our customers privacy
- Understands our customers' needs and goes that extra mile to achieve customer satisfaction
- Demonstrable delivery of an exceptional standard of customer service
- Ability to follow procedures and directions in an accurate, safe and timely manner



Planning and Organising Resources

- Ability to manage a demanding workload and conflicting priorities
- Meets deadlines, sets realistic goals and achieves them. Plans ahead to meet future goals, tracks personal progress and takes remedial action
- Follows instructions and procedures, works in a systematic and methodical way

Initiative and Problem Solving

- Ability to recognise when a problem should be escalated
- Makes good decisions and shows evidence of clear analytical thinking
- Quick learner with the ability to retain knowledge
- Flexibility and copes well with change. Will be confident to adjust work processes and procedures when necessary, looks for ways to improve working methods, responds well to being asked to do different tasks or to do things in a different way
- Positive outlook, adapts interpersonal style to circumstances

Sensory and Physical Demands

- Perform highly demanding tasks in challenging situations such as: - heights, confined spaces, awkward angles, noise and environments where respiratory protection is required, in all climatic conditions

Work environment

- Ability to work with hazardous materials within dangerous environments
- Maintain a duty of care to self and others in ensuring health and safety is maintained at all times within the working environment
- Maintain a very high level of housekeeping and control standards at all times
- Be pro-active in preventing any incidents occurring and report occurrences immediately using the Company's safety management system (SMS) reporting mechanism

Teamwork and Development

- Maintain your high standard of competence by participating in a comprehensive on-station training programme and providing evidence through personal training records
- Participate in and give presentations as part of the above training programme or our mandatory staff fire training regime
- Works with clear focus, engages and motivates others
- Sets appropriate standards of dress and behaviour
- Produces new ideas, a range of solutions to problems, sets and develops strategies
- Learns from success and failure, presents compelling vision for the future, embraces and demonstrates personal and team development



Qualifications, Experience and Fitness

Working as part of a team, you will be a quick thinking, self-motivated team player who is prepared to be flexible and pro-active, but also someone who is comfortable working on projects alone. You will be able to work within strict safety guidelines and you will be confident in making decisions and dealing with a wide range of challenges. You will be of smart appearance, a good communicator and able to deal with customers who expect the best - so you will be expected to give your best. The arduous nature of this post means that you must be physically fit with good mobility, hearing and eyesight. You will be required to pass an initial and recurrent medical to prescribed levels and this will be a condition of your employment.

Essential Criteria

- Full UK driving licence
- Hold a current clean Criminal Record Check (or equivalent) for the duration of employment
- Good standard of literacy and numerical skills
- Physically fit and able to maintain physical standard to prescribed level
- Ability to work early and late shifts as rostered to include unsociable hours

Desirable Criteria

- Previous Fire Service experience
- Previous airport experience in other areas
- LGV qualified
- First Aid qualified
- IT skills in Word, Excel, PowerPoint and Outlook