

# Your jobs 2014

[www.bristolairport.co.uk/about-us/careers](http://www.bristolairport.co.uk/about-us/careers)

## Get your career off to a flying start

Have you ever wondered how many people play a part in making it possible to fly off to new horizons from Bristol Airport? Almost 3,000 are employed by 45 different organisations across a wide variety of roles - from baristas preparing top quality coffee in the cafés and restaurants in the terminal, to air traffic controllers managing the airspace for miles around.

Development of the Airport to handle 10 million passengers per annum over the coming years means more opportunities to become part of the team. An estimated 3,500 additional jobs in the South West will be generated over the next decade, including more than 900 on-site, with roles spanning areas as diverse as security, catering, retail, driving and administration.

Each job requires a different set of skills (see inside for details) but consistent across every role must be a willingness to go the extra mile to provide great customer service. If you think you fit the bill, Bristol Airport can provide the passport to a great career.



## A fast-moving workplace where every day is different

Many of us are familiar with airports from our experiences as passengers, but how do they rate as places to work?

Aviation is a fast-moving industry and there is always a buzz of excitement in the terminal which helps to make Bristol Airport an exciting place to work. The Airport is open around the clock, so early starts and late finishes can be part of the job in many roles. But to make access easier, staff discounts are available on the Flyer bus service which operates

24/7 along routes through central and south Bristol, and on-site car parking is also available.

Those in customer-facing roles receive uniforms, and all new starters take part in an induction programme to get them up to speed with the essentials of working safely in an airport environment. Regular business updates and social events also aim to build a team spirit across the various organisations involved in making Bristol Airport run smoothly.

## Top tips for jobseekers

- **As part of your application, ensure that you go online and find out as much as possible about Bristol Airport and its future plans**
- **Stay in touch with all our vacancies throughout the year via the Bristol Airport careers page**
- **Follow the links to find opportunities with our business partners**
- **Ensure that your CV demonstrates your suitability for the role you have your eye on**

## What do we look for in our people?

Bristol Airport is constantly on the lookout for exceptional people who can help us in our mission to serve our region while ensuring that our customers enjoy an “Amazing Journey”. If you can answer “yes” to the following three questions, you could have what it takes to join our team.

- Are you passionate about working at Bristol Airport and delivering excellent customer service?
- Do you have a flexible, positive and ‘can do’ attitude?
- Do you enjoy working in a fast paced environment?

# Your jobs

## Customer experience

This passenger-facing team helps to ensure customers enjoy a friendly and efficient service on every step of their Airport journey.

## Cabin crew

Airlines basing aircraft at Bristol Airport include easyJet, Ryanair, Thomson Airways, Thomas Cook, and bmi regional. They are more likely to recruit locally for pilots and cabin crew than airlines operating flights using aircraft based elsewhere.



## A world of opportunities

Permanent, summer seasonal and part-time vacancies are available. As well as jobs with Bristol Airport, airlines and ground handlers, employers include major brands such as Starbucks, Burger King and WHSmith with opportunities ranging from bar and kitchen roles to specialist baristas helping to create over one million cups of coffee served in the terminal every year!

Check out the latest jobs available  
[www.bristolairport.co.uk/about-us/careers](http://www.bristolairport.co.uk/about-us/careers)

## Engineering and maintenance

Working for airlines or external contractors to make sure aircraft and equipment is safe to use, engineers play a vital role in the smooth-running of the Airport.





## Ground transportation

This team looks after the on-site car parks and the courtesy buses which transfer passengers to the terminal, as well as overseeing public transport services.

## Fire service

The Airport's on-site rescue and fire-fighting service works with state-of-the-art equipment and is trained in specialised tactics and techniques. All applicants must be physically fit and will be required to undergo an assessment of their strength, agility, aerobic fitness and stamina.

## Retail and catering

Jobs range from bar and kitchen roles to working in high street brands such as Dixons.

## Security

The Airport operates 24/7, so shift working will be required for security roles covering passenger and luggage checks.

## Air traffic control

Air traffic services at Bristol Airport are provided by NATS. Controllers come from all kinds of backgrounds, some joining straight from school, others via the company's graduate scheme. Candidates need at least five GCSE's (including Maths and English) or equivalent and must be over the age of 18. To find out more visit [www.nats.co.uk/careers](http://www.nats.co.uk/careers)

## Future jobs

With planning permission in place to develop and enhance facilities to handle 10 million passengers a year (compared to around six million currently), additional jobs will be created at Bristol Airport over the next decade. For example, work has started on the £6.5m Central Walkway which will be open in June 2014, creating jobs in the construction industry with lead contractor, ISG, and a range of specialist service providers.

## Airline handling agents

Assisting with essential processes in the passenger journey, from check-in and ticket desks to the boarding of aircraft, handling agents are often the face of the airlines on the ground.



# Your jobs

## From summer job to the career of a lifetime

During the busy summer season Bristol Airport recruits additional staff across all areas (see centre pages for details of the different roles available). These seasonal positions will be advertised from January 2014, so please keep checking the website for the latest vacancies and opportunities. What starts out as a summer job can often become an exciting career, as these case-studies demonstrate.



### Case-study: Sarah Jones from Longwell Green, Bristol

Sarah attended John Cabot Secondary School and started her career working as a life-guard and swimming instructor. Early experiences included roles with First Choice Holidays in resort hotels on the islands of Rhodes and Majorca. She joined the Airport on a summer seasonal basis working in both the Terminal and Ground Transportation teams and was successful in gaining a permanent role as a Customer Experience Receptionist.

“ The Airport is a great place to work, particularly if you like meeting people and enjoy a job with variety. In the same day I can be speaking to a passenger flying off to Shanghai and the next minute meeting the Red Arrows, as I did last summer where they flew in for the Bristol International Balloon Fiesta. I like working as part of a team in a fast-moving environment where you never know what your day will bring!”



### Case-study: Joshua Dean from Weston-super-Mare, North Somerset

Originally from Taunton, Somerset, a pupil of Worle Community School and a student of Bridgwater College, Joshua went on to study at Buckinghamshire New University. In summer 2013 he graduated with a BA (Hons) degree in Airline and Airport Management. During the summer holidays in 2012, Joshua worked at Bristol Airport in Border Control advising customers how to use the automated “e-passport gates”, and also for Ground Transportation on a seasonal basis. Joshua has now been appointed permanently within the Ground Transportation team as a Kiosk Attendant.

“ I love the atmosphere of the Airport and the vibrant mix of people. I have always wanted to work in aviation, as it is my passion. It is a great opportunity to be working in a business where I can develop my experience and pursue a career in an industry that I love.”

## Work experience for local students

Work experience is an increasingly important part of every young person's preparation for life after leaving the education system. Time spent in the workplace can stand school students in good stead when considering their career options, and Bristol Airport recognises the valuable role businesses can play in providing work experience opportunities.

Unfortunately, the nature of the Airport environment and the security restrictions governing access to airside areas can make it difficult to offer full access to young people on a short-term basis. For this reason, work placements with Bristol Airport are necessarily limited to selected pupils of three local schools – Chew Valley Secondary School, Backwell School and Churchill Academy.

Students from the listed schools can contact their work experience advisor for more information.

For information on the latest vacancies at Bristol Airport visit:  
[www.bristolairport.co.uk/about-us/careers](http://www.bristolairport.co.uk/about-us/careers)