

Your jobs 2013



www.bristolairport.co.uk/about-us/careers.aspx

Is your career ready for take-off?

Have you ever wondered how many people make it possible to fly off to new horizons from Bristol Airport?

It's not just the pilot and the cabin crew who get the aircraft off the ground. From the moment passengers arrive at the Airport, a cast of thousands are working hard to ensure a smooth and stress-free departure, or a warm welcome when arriving home or visiting the South West.

Almost 3,000 people 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. They are skilled, confident and committed people who take pride in operating the Airport to the highest standard.

Development of the Airport to handle 10 million passengers means more opportunities to become part of this team. An estimated 3,500 additional jobs in the South West will be generated over the next decade, including 300 more on-site jobs by 2017 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. This first edition of *Your Jobs* tells you how to take the first steps on this journey.

Five tips for jobseekers

1. Find out more about Bristol Airport and its future plans online.
2. Check www.bristolairport.co.uk for available job vacancies.
3. Follow the links to find opportunities with our business partners.
4. Make sure your CV includes references covering the previous five years (work and/or education).
5. Check www.bristolairport.co.uk on a regular basis as new roles are frequently added.

What are the benefits?



Ask anyone at Bristol Airport about their job, and they will usually say that no day is ever the same – and that's what they love about it. Aviation is a fast-moving industry and developments in aircraft

technology mean that the pace of change shows no signs of slowing. For example, new aircraft like Boeing's Dreamliner and the Airbus A350 could soon bring exciting new long-haul destinations within reach direct from Bristol.

Whether passengers are travelling for business or leisure, there is always a buzz of excitement in the terminal. The low-cost revolution has made flying accessible to more people, but an airline ticket is still synonymous with freedom and new possibilities.

As well as an exciting and dynamic workplace, benefits of working at Bristol Airport include on-site car parking and discounts on the Flyer bus service which operates 24/7 along routes through central and south Bristol. Staff also enjoy discounts on meals and drinks in the terminal, as well as money off in Airport shops. Those in customer-facing roles receive smart uniforms (pictured above) and all staff undergo extensive training and induction programmes.

A world of opportunities

1 Retail and catering

Permanent, summer seasonal and part-time vacancies are available in this exciting part of the business. Working for major brands including Starbucks, Burger King and WHSmith, opportunities range from bar and kitchen roles to specialist baristas helping to create over one million cups of coffee served in the terminal every year! Recruitment runs from March 2013.

2 Cabin crew

Airlines basing aircraft at Bristol Airport include easyJet, Ryanair, Thomson Airways, Thomas Cook, bmi regional and Eastern Airways. They are more likely to recruit locally for pilots and cabin crew than airlines operating flights using planes based elsewhere. The biggest airline employer is easyJet, with over 450 staff supporting the ten aircraft based at the Airport year round (rising to 11 during the peak summer season).

3 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 is expected

to start soon on the construction of an on-site hotel which will support around 25 jobs in the construction industry, and 140 permanent roles once completed.

4 Fire

The motto of Bristol Airport's rescue and fire-fighting service is *Nostris in Manibus Tuti* or 'safe in our hands', underlining the vital role this highly skilled team plays in the safe and successful operation of the Airport. Fire-fighters work with state-of-the-art equipment and are trained in specialised tactics and techniques. They must be physically fit and applicants for vacancies will be required to undergo an assessment of their strength, agility, aerobic fitness and stamina.

5 Customer experience team

Because Bristol Airport is at its busiest during the summer months, seasonal vacancies are available in the customer experience team from May until October. This team ensures the smooth running of the terminal building and provides the friendly face of the Airport. This could involve anything from dealing with a distressed passenger who has missed a flight to giving overseas tourists advice on what to do while visiting the area.

6 Ground transportation team

This team looks after the Airport's on-site car parks and transport around the 200 hectare site as well as overseeing public transport services. Roles range from driving the courtesy buses which circulate around the car parks to checking in customers' keys as part of the complex organisation which keeps Silver Zone (where cars are block parked to make the best use of space) operating smoothly.

7 Air traffic control

Air traffic services at Bristol Airport are provided by NATS from the 29 metre high tower to the north of the runway. Controllers come from all kinds of backgrounds, some joining straight from school, others via the company's graduate scheme. Whatever route they take, NATS looks for people with maturity, dedication, commonsense and the wherewithal to make the most of the comprehensive training provided. Candidates need at least five GCSEs (including English and Maths) or equivalent and must be over the age of 18. To find out more visit www.nats.co.uk/careers.

8 Security

Permanent, part-time and seasonal vacancies are available in this vital area. Bristol Airport and its security business partners work hard to ensure the safety and security of passengers, while presenting a friendly and professional face. The Airport operates 24/7, so shift-working will be required, with potential responsibilities including baggage search, x-ray screening and monitoring the airport perimeter.

9 Airline handling agents

Servisair and Menzies Aviation provide services to all airlines operating at Bristol Airport, assisting with everything from checking in passengers to boarding aircraft. They are the face of the airline on the ground, and are responsible for ensuring flights operate on-time and baggage arrives at the right place. Both companies operate across the UK and worldwide, with extensive training and development opportunities available.



Your jobs

Are you *Exceptional*?

Bristol Airport prides itself on its people, who are skilled, passionate, confident and committed. While the aim is to be a world-class regional airport, we want to ensure that we maintain the personal touch, making customers feel welcomed and valued. Exceptional People is one of our three brand pillars, and we look for these attributes in people working across the business, not just in customer-facing roles.



Case-study: Laura Mitchell from Highridge in Bristol

Originally from nearby Felton, and an alumnus of Chew Valley School, Laura works as sales and marketing coordinator in Bristol Airport's aviation department. She joined the team after completing a degree in Hospitality and Tourism.

“I have always been interested in travel, and working at Bristol Airport gives me the chance to pursue a career in the industry I love. It's such a fast moving environment, and every day brings a different challenge.”

How a summer job became the career of a lifetime

At the end of the summer we do not say goodbye to all of our seasonal staff at Bristol Airport. Every year, many temporary team members are interviewed and recruited for permanent roles. Here are just a few examples of how a seasonal appointment can turn into a great long-term career opportunity:

- Two seasonal car park receptionists joined the team permanently in the Customer Experience Team in the terminal.
- Two seasonal staff joined the Customer Experience Team permanently
- Seven seasonal drivers joined the team permanently
- One Ground Transportation Receptionist joined the team permanently
- One seasonal driver transferred to the Control Centre operation during maternity cover



Case study: Katie Wiltshire from Frome, Somerset

Katie joined on a summer seasonal basis, and was successful in gaining a permanent role in the Customer Experience Team.

“After spending time at home bringing up my young family I wanted to return to the aviation industry as prior to being a mum I worked as cabin crew. Joining Bristol Airport was finding my perfect job as I enjoy working with people in a customer services role, and it fitted in with my family commitments. Once I successfully joined the team permanently, I was so excited! I have found my ideal career and I love coming to work, each day is different and is full of variety.”

For information on the latest vacancies at Bristol Airport visit:
www.bristolairport.co.uk/about-us/careers.aspx