



PASSENGER HANDLING –PASSENGER ASSISTANCE AGENTS

About us

The Passenger Handling Agents at Glasgow Prestwick Airport are always on the go! Your duties vary on a daily basis, some of these duties will include: assisting passengers with reduced mobility, answering travel enquires, boarding of passengers, meeting arriving flights – presenting to UK Border Force, working alongside external customers and agencies. Providing an efficient service while delivering Glasgow Prestwick Airports customer commitment to all our passengers.

The Job

Glasgow Prestwick Airport operates 24/7 all year round. As a result of our customers flight schedule we work varying shifts ranging from an early start of 04:00 and finishing 01:00. We require a high degree of flexibility as flights can be subject to delays which may result in you finishing later than expected.

Shifts range from a minimum of 4 hours up to maximum of 12 hours.

Rate of pay £7.20 per hour for all hours worked.

What we will provide you with

- Company Uniform
- Free Car Parking
- Fully equipped staff rest room
- Airport shop discounts
- Airline systems training - automated and manual
- Classroom and on job training
- Airport Induction
- Advanced rosters

Security Passes

As with any person working at the airport, it is important that we employ people that meet the very strict security requirements set out by government.

Work History

You must take care when filling in your application form. Information must be accurate. Your work history is particularly important: leave NO gaps. If you had a period where you were unemployed or self employed, you must show this on your work history. You will have to



approach your benefit office for proof of being unemployed; a letter will be required from your accountant or lawyer if you were self employed. At least 5 years work history is required (this can include time at educational establishments). If your referees are slow at responding to us – we will ask you to help move things along as quickly as possible. All work related references must be written on headed paper or have been stamped with the company stamp. All references are checked by a team of highly experienced vetters.

This work history must be submitted and be checked before you commence training.

Identification

The only forms of Identification that we accept are **Full Passports** (from any country) and **UK Driving Licences** (both parts of a photo-licence). We do not accept old “paper” licences or any other form of ID. You must make sure you hold one of these forms of ID.

Criminality and Security Vetting

You will be required to submit an application to Disclosure Scotland. They will send you a certificate that you must present to us showing your criminal record (including driving offences) **BEFORE TRAINING COMMENCES**. If you have questions about your past or things that may potentially appear on this certificate please contact the HR Department who will be happy to help you. This certificate must be on file before you commence training.

Process:

- Submit Application
- Successful applicants will be advised to attend on site for written test and interview
- Successful applicants will complete a Company Medical (including pre-employment Drugs and Alcohol Test) and Disclosure Scotland
- Successful applicants will be offered employment subject to passing the above and providing a full 5-year work history and valid forms of ID