



## Job Description – Passenger Assisted Services Apprentice- Heathrow

<b>Job Title:</b>	Passenger Assisted Services Apprentice		
<b>Sector:</b>	Aviation	<b>Site Code &amp; Location:</b>	H644 Heathrow
<b>Career Level:</b>	Apprentice	<b>Salary:</b>	£26,000 per Annum
<b>Role Reports to:</b>	Terminal Delivery Manager		
<b>Team Responsibilities:</b>	Customer Service		
<b>Geographical Remit:</b>	Site Based		
<b>Summary of role</b>			

**Opportunity to Work and Study in 'Aviation Customer Service' with Wilson James, based at Heathrow!**  
(18 month contract with opportunity for a permanent role on completion of studies and experience)



### Accredited Level 2 Qualification in Aviation Customer Service

**Wilson James** have been raising standards in security, construction logistics, aviation services, and technology for over 30 years. With 5,000 employees and a presence across over 300 client sites all over the UK, we are dedicated to delivering tailored solutions and top-tier customer service. As a leading managed service provider, we prioritise safety, efficiency, and customer satisfaction. Joining Wilson James offers the excitement of working with diverse, vibrant clients, making for a dynamic and engaging workplace.

You be part of **The Heathrow Passenger Assistance Team** who provide assistance to passengers requiring support (PRS) arriving and departing through the airport (across terminals 2,3,4,5 and the RAMP operation). The service covers the operational schedule, 365 days per year (*with shifts starting as early as 4.30am and finishing as late as 23:00*). Wilson James employ a diverse workforce to deliver this detailed & dynamic service.

**The Apprentice** is responsible for the health, safety and welfare of staff and passengers when assisting them across the airport on and off their flights.

The Apprentice will work a 40-hour week (with up to 6 hours a week dedicated to study each week)

The Apprentice is to be an ambassador for the company, living the Wilson James values of Honesty, Respect, Safety, Responsibility and Communication.

**We are actively seeking enthusiastic individuals to join our busy team as Passenger Assisted Services Apprentices at Heathrow one of the UK's busiest airports. This apprenticeship offers an incredible opportunity to develop customer service skills and start your career within the dynamic aviation sector.**

**Join us and embark on a rewarding career where every interaction contributes to the seamless experience of our passengers.**



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### Main responsibilities

- As a valued member of the Passenger Assistance Team, your primary responsibility will be to deliver **Exceptional Customer Service** to passengers requiring support to travel and navigate the airport. This includes people with hidden disabilities, and passengers who require physical assistance. Your duties will include assisting passengers during their journey this may include check in, baggage processing, reservations and ticketing, boarding of flights, greeting arriving passengers, handling of VIPs.
- **Problem Solving:** Support special assistance passengers during disruptions, customer complaints and other duties as assigned while maintaining health and safety and overall good working practices that comply with aviation regulations.
- **Incident Reporting** - Aviation Customer Service Operatives will be responsible for escalating and reporting Health and Safety and Security related incidents.
- **Stakeholder and Client Engagement:** In their daily work, an employee will require **excellent communication skills** in this occupation you will interact with members of their immediate team and other airfield stakeholders critical to the safe & secure check-in, boarding, departure and arrival process of all people.

### Knowledge And Skill's your Gain and Strengthen

#### You will Gain Knowledge in:

- Relevant industry-specific regulations, legislation, and procedures appropriate to the aviation sector.
- The importance of following legislation, monitoring compliance and the completion of legal documentation.
- The aviation systems and operational procedures used.
- Methods to identify and respond to individuals' needs and abilities in different situations and communicate with others and colleagues from a diverse range of backgrounds and cultures.
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- Effective communication methods to transfer relevant information to people.
- The importance of communications and customer service to the organisation



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### Other duties and responsibilities

- Work in accordance with:
  - Wilson James policies, site procedures and training provided
  - Wilson James core values:
    - We are fair and honest in all our activities;
    - We treat each other with dignity and respect;
    - We are responsible for all our actions and accountable for their consequences;
    - We have an environment that enables and supports effective communication;
    - We will continuously develop safe systems of work to ensure no-one is placed at risk on our workplaces.
  - Customer policies
- Carry out any other reasonable request as required by your Line Manager or the Customer

### Health & Safety

#### Health and Safety responsibilities (Supervisor / Manager)

Ensure work is planned and carried out in compliance with Wilson James -IMS procedures

- Comply with the WJ Health and Safety Policy, procedures and protocols at all times
- Compile and review safety documentation detailing the safe systems of works to be adopted
- Ensure that all works are being carried out safely in accordance with the agreed safe system of work
- All safety briefings to staff are carried out in accordance with WJ procedures
- All accidents and incidents are reported correctly in accordance with WJ procedures
- Monitor works being undertaken to ensure health and safety compliance
- Report any safety concerns to your Line Manager
- Ensure all work equipment is serviceable and inspected
- Ensure all staff under your control have received the required training to safety undertake their works
- Set a good example at all times

### Required skills & Experience

#### Essential

- **Must be 18 on start date in October 2024**
- Be legally allowed to work in the UK
- Have lived in the UK for the last three years
- Have no qualification at level 4 or higher
- GCSEs English and Maths A – C grade or equivalent.
- A passion for aviation, eager to cultivate a career within the industry.
- A passion for caring for people and a true desire to make a difference



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- A dedication to delivering exceptional customer service with enthusiasm.
- Possesses a positive and proactive approach to work.
- Be a positive role model to others in attitude to work and how it is undertaken.
- Treat team, customers and other stakeholders with courtesy and respect.
- Ability to work on your own initiative and be part of a team.
- Good communication skills
- An eagerness to learn

Individuals who have not yet achieved level 1 English and maths are required to achieve level 1 English and maths and take the test for level 2 prior to taking the End Point Assessment.

### **Site Specific Information**

Must be able to support the operation for shifts 04:30 – 16:30 and 06:00 – 18:00 and 11:30 – 23:30