



Aviation Security Officer - Load Assistant

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who we are as an organisation and what we are about

Everything we do is related to our **vision and purpose** – *a safe and secure aviation system - so people are safe and feel safe, when they fly.*

We will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people's choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **pathways** to achieve this are:

Leadership and influence – through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

Active regulatory stewardship – we monitor and care for the civil aviation regulatory system through our policy and operational activities.

Professional regulatory practice – we act to identify risk and reduce it through intelligence-led intervention.

Scope

Reports to: Team Leader

Group: Station Operations

Location: Auckland, Wellington, Christchurch, and Queenstown Airports

Role Overview

- Provides assistance at the screening point for the Load Duty.

Core Competencies

Communicates Effectively	<ul style="list-style-type: none">• Able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
Customer Focus	<ul style="list-style-type: none">• Building strong customer relationships and delivering customer-centric solutions.
Interpersonal Savvy	<ul style="list-style-type: none">• Relating openly and comfortably with diverse groups of people.

Core Responsibilities

- Greet passengers in a friendly professional manner as they approach screening point.
- Advise passengers of metal items that will need to be relinquished prior to wanding/ entry into magnetometer.
- Advise passengers of acceptable LAG items that can pass through screening point.
- Prepare hand luggage for screening, as per prescribed training methods.
- Assist passengers to divest items for screening.
- Direct passengers to remove boots or jackets prior to entering the magnetometer.
- Direct passengers who alarm at the magnetometer to the AIT (body scanner).

Outcomes

- All working relationships are positive and professional.
- The Authority is a safe workplace and meets legislative standards.

Skills and Experience to be Successful

- High-level of literacy with proven written and verbal business communication skills
 - Applicants generally need to have left secondary school, ie: be around 18 years of age or older. We will consider applicants at 16-17 if they are sociable and have worked previously. They also ideally need to have a drivers' license to ensure they can get to work without relying on public transport given the nature of the hours that they will be working.
 - Well-developed interpersonal skills, the ability to effectively communicate with a wide range of internal and external customers in a confident and positive customer-oriented manner.
 - Highly motivated with an ability to work with minimal supervision and the flexibility to handle change.
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