

Harrods Aviation is a widely recognised leading company in the General (Private) Aviation industry. We are committed to employing the very best individuals who can demonstrate and deliver the very highest level of customer service.

We are currently recruiting for a female Security Officer to join our established, reputable team at our Luton base.

This is a permanent, full time role.

Due to the fact that the role requires personal physical contact with customers, please note that we can only consider female candidates at this time.

THE ROLE

Reporting to the Duty Security Officer, the Security Officer's role is to provide world class aviation security on behalf of the company to its customers from various countries and to actively assist the customer service team.

Duties include, but are not limited to:

- Conducting aviation security procedures and the operation of equipment necessary to the task, such as x-ray, ETDE and access control.
- Conducting searches on passengers (female agent on female passengers), staff, luggage, vehicles, company visitors as required and dealing with the surrendering of prohibited items; making accurate reports on any problems such as luggage confiscated, persons detained, trespassing and damage to the building.

THE ROLE (cont.)

- Establish, manage and develop relations (internal and external), by actively listening to expectations and shared needs, by communicating persuasively, and by handling any conflicts, as necessary.
- Remain calm and focused when managing front line relations and/or operational activities and under time constraints or a heavy workload, by identifying effective strategies to resolve conflicts/differences and manage tension (internal or external).
- Patrols of the company property, reporting any building damage; inspecting and adjusting any security equipment and report any faults accordingly.
- Providing assistance to other departments which will include assisting with a presence at our reception area when required, assisting as a front of house porter and assistance in basic ramp duties (full training will be given).

THE HOURS

The successful applicant must be flexible and professional. The Luton base operates 24 hours per day, 7 days per week, 365 days per year.

You will be required to work as part of a team covering a 24-hour operation, which will include working days, lates, nights, weekends and bank holidays. This will normally be a 4 on 4 off shift pattern.

The standard shift is 11 1/2 hours, with a 30 minute unpaid break (total 12 hours) and the average working week is 40 hours.

During one shift set per calendar month you will be deemed to be a flexi shift worker. During this set of shifts you may be requested to alter your shift hours to suit the needs of the business and note that it is a condition of your employment that you may comply with such reasonable request to work.

Initial training will require a period working Monday to Friday.

THE SUCCESSFUL CANDIDATE

The successful candidate for this role shall be flexible, have the ability to prioritise and demonstrate good communication skills.

Demonstrable experience of working within a security environment (business/general aviation/airline) and knowledge of provisions and procedures governing implementation of security measures within demarcated areas and landside are also required. IT Literacy (Word / Excel) are advantageous.

Applicants should also have an enthusiastic, willing personality with a sense of humour and the ability to work on their own initiative. The ability to prioritise in an ever-changing environment and remain calm under pressure are essential for the role.

You must be physically fit and able to do job and have full vision (with the use of aids as necessary). You will be required to pass appropriate tests to obtain an airside driving licence within a probation period.

A full UK driving licence for a minimum period of one year is required and you will need to provide a five year checkable work history.

You must also hold the right to live and work in the United Kingdom and have been resident in the United Kingdom for a minimum period of 3 years.

You will require CTC clearance for this role.

REMUNERATION & BENEFITS

Remuneration – £29,689 per annum

- Enhanced annual leave entitlements (dependent on shift pattern and pro rated during first year dependent on start date)
- Holiday Purchase Scheme
- Happy Birthday Day
- Harrods Retirement Savings Plan Foundation (Contributory Company Pension)
- Harrods Rewards Card (staff discount)
- Onsite parking
- Full uniform also provided.

HOW TO APPLY

If you feel you have the right experience and qualities to apply, please submit an up to date CV and covering letter, quoting FSECOFF to human.resources@harrodsaviation.com

Closing Date – Wednesday, 4th March 2026

Contact Name: Human Resources

Contact No: 01582 589327