

Overall Objectives

To lead Heathrow Travel-Care on:

1. Emergency Planning and Response (for Heathrow airport and environs)
2. Risk Management

Additionally, to provide an occasional effective, responsive, and professional generic support to the Social Work service to clients, (passengers staff and visitors to Heathrow Airport) within the context of the aims and objectives of Heathrow Travel-Care (HTC).

Responsible to:

The Service Manager or nominated deputy

Working Hours:

Standard office hours are 9.00am to 5.00pm Monday to Friday, with occasional out of hours (to provide training & exercises), and participation in an on-call rota. Time off in lieu will be provided for any hours worked outside of office hours. 24 Hours a week and there is flexibility when these hours are worked.

Details:

- Salary: £30,000 per annum Pro Rata plus Additional generous on call payment.
- On Call: On Call shared with one other person and payment is in additional to yearly salary.
- Hours: 24 hours per week between 9am to 5pm Mon – Fri. Very occasional out of hours work.
- Contract: 1 year initially – opportunity to extend to future permanent or full time, upon mutual agreement.
- Pension: Local Authority Pension Scheme – 18.9% employer contribution, 6.8% employee contribution.
- Probation: 3 month probationary period during which time one week's notice is required.
- Notice: One month, following completion of a successful probationary period.
- Leave: 15 days per year plus public holidays
- Automatic subscription to the Heathrow Airport Employability Assistance Programme – 24/7 Access to Confidential Support with personal issues, Legal and Financial advice and Counselling.
- Unique Emergency Planning role in the UK's only airport social work team.
- Heathrow Travel Care supports additional relevant training opportunities.
- Free parking and discounted Heathrow Express travel

Tasks and Responsibilities:

Emergency Planning & Risk Management

- To maintain and update the HTC (Heathrow Travel Care) Emergency Plan and the processes and systems arising from this
- To keep the HTC team updated and involved with Emergency Planning & Risk Management as core activities.
- To provide/support provision of Emergency Response training when required.
- To retain an up-to-date working knowledge of current legislation and guidance affecting Emergency Planning and Risk Management.
- Manage, recruit, train and exercise Heathrow Travel Care Emergency Response Volunteers.
- Build a close working relationship with the Heathrow Chaplains, include and manage them in Emergency Response training and exercises.
- To participate in the agency's Emergency Response, as required, including briefing and debriefing
- Coordinate the HTC basic fire safety activities including the annual fire safety training.
- Participation in the 24/7 out of hours 'on call service'.

Tasks and Responsibilities (Continued) :

Support to Heathrow Travel Care Social Work team

- To respond appropriately to referrals and requests made to Heathrow Travel-Care
- To work within agency guidelines, using initiative appropriately when working alone; and seeking advice/guidance from colleagues when necessary. To comply with agency policies.
- To retain a critical awareness of issues identified through their work and to bring those issues to the attention of the Service Manager, as consistent with the aims and objectives of the agency and with regard to agency resources

General

- To make and maintain effective professional links with relevant agencies both on and off the airport
- To work flexibly and collaboratively with the rest of the team, including volunteers.
- To undertake training/development initiatives as required
- Assist the Service Manager with the application forms and Management of the Organisations Airport IDs by carrying out the role as Authorised Signatory.
- To participate positively in planning and developing the work of the agency, proposing and implementing appropriate initiatives identified through current workload and in discussion with the staff team.
- To attend regular team meetings, participate in regular supervision sessions and attend other agency functions by negotiation.
- Represent Heathrow Travel Care in various external meetings and training across the airport and externally.

Contact Person:

For any further question, please do not hesitate to contact:-

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