

JOB PROFILE: Terminal Duty Officer

WHAT'S IT ALL ABOUT?

The Terminal Duty officer has the immediate responsibility for the running of the airport terminal. An airport duty manager is usually briefed before every shift from the officer that they are taking over from. The brief is usually related to any problems that may need resolving during the shifts or if any VIP's are expected or areas of the airport that need to be looked at. Then the duty officer is expected to have regular contact with airline representatives, the management team and also with the duty police inspector and the security manager.

The main aim during the whole shift is to deal with situations if and when they occur and also to anticipate having to deal with awkward and difficult situations. For example- flights may be diverted to their airport so the duty manager would have to make sure that all staff know what is happening. Anything that happens that affects the terminal in anyway during the shift is the immediate responsibility of the Terminal Duty Officer.

TRAINING

The Duty Officer would be expected to have the following experience and qualifications:

- A good understanding of passenger transfer operations is essential

- A knowledge of airport operations would be advantageous
- Ability to understand the company's overall business goals and objectives and deliver associated personal and team targets
- Strong analytical and numerical skills
- Effective communication skills both orally and in writing
- Experience of information systems

PERSONAL QUALITIES & SKILLS

- Excellent communicator
- Handle customer complaints in a diplomatic manner
- Be sensitive when dealing with customers and airport staff
- Be a good listener and observer
- Be a good leader
- Be able to motivate staff

ENTRY

A good level of education and some airports might expect the candidate to be educated to degree level.

PROGRESSION & SALARY

Terminal Duty Officers can earn anything from £22000 to £40000, possibly more. A lot depends on the size of the airport.