

POSITION:

PRM (Landside Operations)

DEPARTMENT:

Airside Services

REPORTING TO:

Ground Ops Coordinator / Flight Ops Coordinator

HOURS:

16 hrs per week roles – INITIAL CONTRACT 01 APR - 31 OCT 2026

Additional Hours may be available for suitable candidates.

To provide a high level of customer service and support to both departing and arriving Passengers with Reduced Mobility (PRM) ensuring a safe and pleasant journey throughout the airport. Based landside the key duties will involve meeting and greeting passengers when they arrive at the airport, both departing & arriving.

Key assistance required:

- Meeting pre-booked passengers in the car park and presenting them to check-in.
- Assisting passengers to prepare for security processing.
- Meeting inbound passengers within the arrivals hall and assisting with baggage and reconciliation with family and friends.
- Providing support to the Car Park as required.

OTHER DUTIES WILL INCLUDE BUT ARE NOT LIMITED TO:

- Facilitate 'familiarisation' visits and open days for PRM and persons with hidden disabilities, such as autism, dementia, sight, and hearing loss prior to travel to assist with their visit for travel.
- Recording data relevant to the PRM product, providing statistical information to regulatory bodies.
- Collecting and returning trolleys to designated trolley parks.
- FOD (Foreign Object Debris) collection from Landside areas

REQUIREMENTS:

- Highly Motivated with ability to work under pressure
- Able to work shifts.
- Reliability, patience, and empathy
- Ability to work well in a team
- Eagerness to learn
- Customer Service experience.
- Organisation/time keeping
- Able to communicate effectively.
- Care Experience/Experience with hidden disabilities.
- Manual Handling/ Heaving lifting Experience

Applications to: neil.symonds@norwichairport.co.uk