



Careers with London Gatwick

Start exploring here

Information Technology

IT support and specialist systems.

Passenger Operations

Operational heartbeat of the airport.

Biodiversity

Learn about our rare species at London Gatwick.

Airfield Engineering

Keeping the airfield maintained 24/7.

Security

Keeping passengers safe and secure.

Air Traffic Control

Ground movement and air control.

Retail

Providing a great shopping experience for our customers.

Stable Operations

Planning and managing disruption.

Construction

Infrastructure and development.

Airfield Operations

Inspecting, controlling, and maintaining.

Engineering Apprenticeships

Planning and managing disruption.

Human Resources

People and leadership.

Cyber Security

Keeping London Gatwick cyber safe.



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LONDON GATWICK



Sharon,
IT Service Desk
Manager

Information Technology



London Gatwick is open 24 hours a day, 365 days per year and in 2019 we took 46.6 million passengers to over 200 destinations in 70 countries around the world.

None of this would be possible without our IT support and specialist systems, which help us manage:

- Websites and other public media
- Airline and flight data
- Operational information
- Baggage
- CCTV
- Security and immigration
- Construction and engineering
- Car parks
- Shops and restaurants

As well as all the above, our IT systems help to run everything we need as a business, including Finance, Human Resources, Environment, Health and Safety, Procurement, Legal and London Gatwick Emergency Services, to make sure that London Gatwick operates smoothly every day.

- Interface with passengers
- Time spent on airfield
- Office based
- Wear a uniform
- Work shift patterns

Working in Information Technology

Skills and Qualifications

- ✓ Love of technology
- ✓ Technical or specialist knowledge
- ✓ Product knowledge
- ✓ Logical thinking
- ✓ Attention to detail
- ✓ Good communication
- ✓ Problem solving
- ✓ Teamwork
- ✓ Ability to remain calm under pressure
- ✓ Organisation
- ✓ Creativity
- ✓ 5 GCSEs including English & Maths



Imagine that you are working in Information Technology... What does the future of IT look like for an airport?



Did You Know? London Gatwick has installed 2,000 navigation aids, (known as beacons), which are expected to revolutionise airport way finding.



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Typical job roles:

- IT Service Desk
- Architects
- Software and System Specialists
- Infrastructure and Network Engineers
- IT Cyber Security
- IT Business Analysts
- IT Project Managers
- Test Managers
- Desktop Support





Richard,
Passenger Operations
Support Operative



Passenger Operations

From the everyday to the extreme, it's hard to imagine everything that could happen in just one day to impact on operational delivery and passengers getting away on time. From the M23 or train station to the aircraft door, Passenger Operations has responsibility for the passenger journey; it is the driving force of the airport and the engine that keeps everything running.

A typical role includes:

- First point of contact with passengers.
- Being a first responder to first aid and medical calls.
- Being a first responder to unattended items and vehicles, fire alarms and evacuations.
- The team are responsible for the hygiene and cleanliness of landside areas in addition to circulating baggage trollies.
- Report, investigate and close down health and safety issues and incidents.
- Work closely with our handling agents and airlines, building stakeholder relations and working together to create an outstanding passenger experience. For example a safe, quick and easy check-in experience.

Interface with passengers	✈ ✈ ✈ ✈ ✈
Time spent on airfield	✈
Office based	✈
Wear a uniform	✈ ✈ ✈ ✈ ✈
Work shift patterns	✈ ✈ ✈ ✈ ✈

Working in Passenger Operations

Skills and Qualifications

- ✓ Outstanding communication skills
- ✓ Team player
- ✓ Calm and collected under pressure
- ✓ Ability to be able to work on your own, as well as part of a team. Be able to self-manage workload to meet tight deadlines
- ✓ Ability to get 'stuck-in' when and wherever needed
- ✓ Quick thinking and being able to problem solve whilst thinking outside the box

Within the terminal campus of both South and North Terminals - we had;

578 items were reported as unattended for review by one of our Passenger Operations Team in May 2022 alone.

372 reported first aid or medical calls and **15** fire calls in May 2022.

2,400 baggage trollies all need to be circulated around the car parks, baggage halls and check-in areas of both our terminals.



Imagine that you are working in Passenger Operations... If you were a passenger, what sort of service would you like to receive?



Did You Know? Our Passenger Operations Support team walk on average 20,000 steps per day each. – That's nearly 10 miles per shift.

There are 26.5 miles of landside roads in the London Gatwick footprint that our Surface Transport Team are responsible for. It is also under Passenger Operations jurisdiction to ensure these are adequately gritted in the winter months, including the footpaths too. We keep 60 tonnes of loose grit on site for this purpose plus hundreds of bags of salt.

We have 70 defibs on site including 3 in the Surface Transport Vehicles. We pride ourselves on our success rate when dealing with patients in cardiac distress.



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Scotty,
Entomologist

London Gatwick Biodiversity



There is a little known network of environmentalists, ecologists, landscapers, volunteers and enthusiasts all working together to maintain and enhance the biodiversity of London Gatwick. This group includes London Gatwick's Environment Team, the Sussex Wildlife Trust's Gatwick Greenspace Partnership and the Sussex Biodiversity Record Centre, to name but a few.

A typical role includes:

- Undertaking wildlife surveys.
- Carrying out habitat management work with volunteers.
- Engaging the local community and other staff in wildlife and conservation.
- Advising construction projects and landscapers on wildlife legislation.
- Analysing data and writing up wildlife survey reports.

- Interface with passengers 
- Time spent on airfield 
- Office based  
- Wear a uniform 
- Work shift patterns   

Working in Biodiversity

Skills and Qualifications

- ✓ Either a degree in Biological Sciences (Ecology or Zoology) or qualifications in Countryside Management
- ✓ A passion for wildlife
- ✓ Ability to engage and enthuse people about wildlife and conservation
- ✓ Good communication skills and knowledge in your area of expertise

25 different wildlife surveys are carried out around the land side areas of the airport.

Over 2,490 species have been recorded on London Gatwick's landholdings to date.

Our biodiversity areas cover **185 acres of land**, which is equivalent to around **90 football pitches!**



Imagine that you are working within London Gatwick Biodiversity... If we didn't look after our green spaces, which species found around the airport today, might become endangered tomorrow?



Did You Know? Every year for 5 years we have discovered at least one rare native species, such as the Grizzled Skipper Butterfly, or the Hazel Dormouse.



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The Long-horned Bee is an incredibly rare, solitary bee which has been discovered nesting in a sandy bank at London Gatwick.





Matt,
Engineering Leader

Airfield Engineering



Our engineers work round the clock, 365 days a year and are essential to the smooth running of the airport. This means having a well trained, motivated team of technicians to ensure the equipment at our airport is safe, reliable and works when it should.

A typical role includes:

- Maintenance and repair of all aeronautical ground lighting, fixed electrical ground power, passenger boarding bridges, laser guided stand entry guidance systems and runway/taxiway surfaces.
- Carrying out photometric tests to measure the light output and direction of runway and apron lighting.
- Continuous improvement of assets and systems using technology such as installing LED runway and taxiway lights, GPS tracking and many others.
- Replacement of failed runway light fittings between planes landing and taking off every day, (we call these movements). No mean feat on a runway with over 850 movements a day.

Interface with passengers	✈
Time spent on airfield	✈ ✈ ✈ ✈ ✈
Office based	✈
Wear a uniform	✈ ✈ ✈ ✈ ✈
Work shift patterns	✈ ✈ ✈ ✈ ✈

Working in Airfield Engineering

Skills and Qualifications

- ✓ Mechanical and Electrical engineering skills and qualifications, usually through a recognised apprenticeship
- ✓ Adaptable and flexible approach
- ✓ Mentally agile to be able to make quick but safe decisions, especially during work in 'live' areas
- ✓ Physically robust to endure long periods of repair and maintenance working in a variety of UK weather conditions

Aeronautical Ground Lighting - AGL

is essential to allow aircraft to land at all times in all weathers. No AGL means no aircraft!

Over 9,000 light fittings that all need to be maintained.

70 passenger boarding bridges.

Over 150 fixed electrical ground power units and hundreds of kilometres of underground cabling.



Imagine that you are working within Airfield Engineering... In the future, how do you think an airport runway will be lit? Think about the physical light fittings, how they are controlled and how the power gets to them.



Did You Know? We work 24/7 in all conditions. The team is made up of 4 shifts of 6 technicians, managers and 3 day team.



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Oliver & Nabila,
Airport Security
Officers

London Gatwick Security



Our Security Officers have the best training in security and surveillance techniques in the country and are also known for their friendly smiles.

The Security team are responsible for the safety and security of our passengers and staff. From making sure that all of our passengers are where they are supposed to be, to checking all of the bags in our x-ray machines.

Interface with passengers 

Time spent on airfield

Office based 

Wear a uniform 

Work shift patterns 

Roles in London Gatwick Security cover 2 key areas:

- Passenger Security
- Airport Security

Typical roles include:

- Airport Security Officer
- Security Team Manager
- Security Patrol Officer
- Security Support Team

Working in London Gatwick Security

Skills and Qualifications

- ✓ Excellent customer service skills
- ✓ Great communications skills
- ✓ Attention to detail
- ✓ Quick thinking
- ✓ Problem solving

In **2019** our **security staff** met and screened over **46 million passengers**.

In London Gatwick's first year just **368,000** passengers flew through the Airport . Today security can **screen** and **search** that number of people **every 4 days!**



Imagine that you are working in London Gatwick Security... What do you think it would be like if your whole passenger security experience was controlled by robots?



Did You Know? There are staff from 41 different nationalities currently working in London Gatwick security. From Australia to Brazil and France to Sri Lanka.



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Air Traffic Control

Air Traffic Controllers are responsible for certain areas. These are called "sectors" or positions. At London Gatwick, there are 3 positions: Ground Movement Planning (GMP), Ground Movement Control (GMC) and Air Control/Tower.

- **GMP** is responsible for ensuring flight plans are accurate and that the pilots know the route they will be flying.
- **Air/Tower** is responsible for the runway. Tower Control is responsible for one of the busiest single runways in the world. Used for departing aircraft and landing aircraft, timing is extremely important in order to make the runway movements very safe and very slick, at a high intensity.
- **GMC** is by far the most complex and some even call ours the busiest airport ground position in the world! London Gatwick GMC is responsible for moving aircraft safely and quickly to and from the runway. They are also responsible for towing aircraft and moving vehicles that are on the airfield.

Interface with passengers

- Time spent on airfield 
- Office based 
- Wear a uniform 
- Work shift patterns 

Working in Air Traffic Control

Skills and Qualifications

- ✓ To be successful in Air Traffic Control (ATC), you have to be able to cope well under stress, be a great communicator and quick thinking. It is a very demanding job that requires immense amounts of concentration and the ability to remain calm.
- ✓ ATC isn't just an academic route - although training is on average around 2 years, various pre-employment assessments, and modular assessments take place throughout training.



Imagine that you are working in Air Traffic Control... What are the pros and cons for having a remote ATC operating the airport rather than being situated on site?



Did You Know? If you dropped an apple out of the window it would take 5 seconds to reach the ground.



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Over 850 runway movements a day makes London Gatwick's runway one of the busiest single runways in the world!

The height of the tower is **44 metres tall**.

Over 200 destinations are served by London Gatwick.

We have the best sunrise view in the tower!





Helen,
Space Planning
& Proposition
Development Lead

Retail



Retail at the airport is unique and the majority of our stores are open between 4am - 10pm every day of the year, giving the opportunity for flexibility and hours that work around our passengers.

We have over 50 shops at London Gatwick ranging from well-known fashion brands to electricals, sunglasses and beauty. We also have over 20 restaurants and bars and are renowned for the wide culinary selection that we offer. We want to make eating and drinking at London Gatwick an exciting and integral part of the airport experience before passengers fly.

A typical role includes:

- Customer Service
- Hospitality
- Catering
- Logistics
- Retail Delivery
- Visual Merchandising

Exciting careers

- Management opportunities
- Two terminals with over 70 shops and restaurants
- Well known fashion brands and famous restaurants
- Top brands with exclusive products you won't find anywhere else

Interface with passengers

Time spent on airfield

Office based

Wear a uniform

Work shift patterns

Working in Retail

Skills and Qualifications

- ✓ Retail experience from either shop floor or management
- ✓ Customer service skills
- ✓ Understanding of customer needs
- ✓ Influencing skills
- ✓ Excellent communication skills
- ✓ Team player
- ✓ Attention to detail
- ✓ Quick thinking
- ✓ Adaptability to fast-paced environment

Staff ID holders receive **local travel discounts** and **exclusive offers**.

A variety of **full-time** and **part-time shifts** are available.

We also offer **seasonal roles** to fit in with college or university commitments.



Imagine that you are working in Retail at London Gatwick.. With the decline of high street shopping and the increase in online participation - how would you evolve airport retail?



Did You Know? Every item sold in the departure lounges has been subject to an x-ray screening process!



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Ami,
Incident Operations
Manager

Stable Operations



Stable Operations protects the operation and passenger experience by either preventing expected disruption, preparing for it if it is unavoidable, or responding to and recovering from it as effectively as possible.

We oversee everything from emergency calls, the baggage system and CCTV to incidents involving huge aircraft!

A typical role includes:

- Incident Management - planning, reacting and taking charge during disruption.
- Control Centre - being the eyes and ears of the airport as well as the central hub of communication.
- Contingency planning - organising incident exercises with the airport community to prepare for any potential disruption.
- Stable Operations Assurance - supporting risk management across the airport.

- Interface with passengers 
- Time spent on airfield 
- Office based 
- Wear a uniform 
- Work shift patterns 

Working in Stable Operations

Skills and Qualifications

- ✓ Excellent communication skills - written and verbal
- ✓ Ability to build and maintain working relationships
- ✓ Quick but measured thinking
- ✓ Problem solving
- ✓ Ability to perform in high pressure environments
- ✓ Be able to take control
- ✓ Multi-tasking
- ✓ Proactive

On our busiest days of the year, we can have over **850 planes taking off and landing.**

Our team can change the display on any one of the **1,000+ flight information displays** across the airport to anything we want!

To the moon and back! Our current Shuttle system, which transports passengers between the North and South terminals, could have been to the moon and back twice and back to the moon since it was installed in 2010 (146,000 miles per year).



Imagine that you are working in Stable Operations... Communication is key for letting passengers know if flights are on time. What ways could London Gatwick explore to keep passengers informed? Think both while they're at home and at the airport.



Did You Know? Stable Operations provide 24/7, 365 days cover to ensure all incidents are managed, this includes the Incident Operations Manager, Stable Operations Assurance and London Gatwick Control Centre.



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Andy, Laura & Jaspal, Field Engineers



Construction

Construction spans all parts of the passenger journey, including car-parking, check-in, security, retail and food outlets, gates, airfield, runway and arrivals.

We have three main programmes:

- Airfield and Civils – Airfield Infrastructure and runway.
- Buildings and Structures – Retail, property and surface access.
- Close Out Team – Project and financial closure for approximately 160 projects across the airport.

Typical roles include:

- Project Manager - lead the projects.
- Project Engineers - scopes and designs.
- Quantity Surveyors - manages costs and contracts.
- Field Engineers - checks work on site is correct, on time and on budget.
- Document Control Manager - maintain documents across a construction project to ensure that accurate information reaches people on time.

- Interface with passengers 
- Time spent on airfield 
- Office based 
- Wear a uniform 
- Work shift patterns 

Working in Construction

Skills and Qualifications

- ✓ Typically a bachelors degree, HNC or HND in subjects such as:
 - Quantity Surveying
 - Civil Engineering
 - Architecture
 - Construction Management
- ✓ You don't need a degree to work in construction, there are other ways into the industry.
- ✓ Key skills are:
 - Thinking logically
 - Good numeracy skills
 - Good at planning
 - Innovation



Imagine that you are working in construction at London Gatwick... London Gatwick is a 365 day / 24hour airport and we had more than 46 million passengers in 2019. Think about how you can build new infrastructure here whilst keeping everyone safe and not disrupting journeys.



Did You Know? In 2022 we re-surfaced our 3,337metre runway with 40,000 tonnes of new Asphalt and the old Asphalt was sent for recycling to be used in projects elsewhere.



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Aircraft stands

There are 6 different grades of aircraft and we have to factor in the weight of all of them when building new stands. The A380 is so big that we had to rebuild the stand for it. As it has 2 floors we had to build additional air bridges over 2 floors to disembark the passengers. We also had to build more baggage capacity to cope with the increased luggage.

First in Europe!

We were the first airport in Europe to install the government required Explosive Detective System (EDS) baggage system.





Sam,
Talent Acquisition
Specialist

Human Resources



Human resources helps the business deliver on their people and leadership goals. Most importantly, Human Resources work with the business to ensure that when people come to work, they are happy and have a good working environment where they get fairly rewarded for the role that they do.

As people spend on average 92,120 hours working in their life (assuming you work full time between the ages of 18 and 67 years), it is really important to enjoy your job and your working environment. This is why the role of Human Resources is so important!

Interface with passengers

Time spent on airfield

Office based



Wear a uniform

Work shift patterns

Typical roles include:

- Talent Acquisition
- Talent Development & Learning
- Employee Experience
- Employee Relations
- Payroll
- Reward
- Business Partnering
- People Systems & Insights

Working in Human Resources

Skills and Qualifications

- ✓ Most Human Resources professionals have a professional qualification and are members of the Chartered Institute of Personal Development (CIPD)
- ✓ The ability to listen to the business and people working in it
- ✓ Clear communication skills
- ✓ A good eye for detail, but you will also need to be creative to find a solution that works for the business
- ✓ A friendly and engaging personality - you will be dealing with people all of the time
- ✓ Resilience – people may not always like the decisions that have to be made

Human Resources at London Gatwick can deal with over **15,000 job applications** in a single year.

The average worker will work for 6 companies and make themselves an estimated **29,328 cups of tea** in their career lifetime.



Imagine that you are working in Human Resources... What do you think is the most important thing to consider when deciding on your career for the future?



Did You Know? Leonardo Da Vinci is credited with writing the first ever CV in 1482



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Adam,
Airfield Controller



Airfield Operations

Our Airfield Operations specialists are in charge of all operations on London Gatwick's airfield. If you're interested in the behind-the-scenes aspects of aviation then a career in Airfield Operations might be for you.

They maintain the entire airfield at London Gatwick, including the take off and landing of our planes, hangars, runways, monitoring the weather, as well as fuelling, moving and parking our aircraft.

Typical roles include:

- Inspecting the runway, taxiways and airfield lights to keep the airport safe for aircraft
- Controlling wildlife such as birds so aircraft can land and take off safely
- Dealing with incidents on the airfield and carrying out investigations to stop them happening again
- Planning where aircraft will park to make sure they are safe and passengers can find their aeroplane easily

Interface with passengers	✈ ✈
Time spent on airfield	✈ ✈ ✈ ✈ ✈
Office based	✈
Wear a uniform	✈ ✈ ✈ ✈ ✈
Work shift patterns	✈ ✈ ✈ ✈ ✈

Working in Airfield Operations

Skills and Qualifications

- ✓ Good engaging communication
- ✓ Team player
- ✓ Inquisitive nature
- ✓ Safety conscious

Our highest record for aircraft movement in one day was in 2019 when **954 aircraft took off/landed** at London Gatwick.

We use a fleet of over **180 vehicles** for clearing snow and ice to make sure our airport stays open whatever the weather.

150,000 miles per year covered by our four wheel drive vehicles used on the airfield.



Imagine that you are working in Airfield Operations... How could we use drones to help further improve safety and efficiency for our aircraft, passengers and staff?



Did You Know? To work in Airfield Operations, not only do you need to be able to know all about our aircraft, but understand the weather too!



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Zoe, Engineering Apprentice & Dave, Engineering Apprentice Lead



Engineering Apprenticeships

We run a 4 year engineering apprenticeship programme which offers you the chance to earn while you train and get a nationally recognised qualification at the end of the course.

Are you the type of person who can:

- Attend college regularly and ensure assessments are completed to the highest standards?
- Work as part of a team?
- Take personal responsibility for working safely and follow the company's health and safety policies at all times?
- Be flexible and helpful?
- Maintain high professional standards at all times?

40+ years of apprenticeships at London Gatwick

We won second place in the Top 100 Apprenticeship Employers in the 2021 - 2022 Rate My Apprenticeship Awards. We also placed second out of the best apprenticeship employers in the South East.

What are we looking for?

We require our apprentices to have the following:

- GCSEs at grade 4 or above in English, Maths and Science.

Engineering Apprenticeships

Selection requirements

Here's our criteria for applying to be an apprentice. You'll need to:

- ✓ Be interested in mechanical, electrical or electronic engineering
- ✓ Have full colour vision
- ✓ Be aged between 16 and 57
- ✓ Embrace the desire to learn in a challenging, fast moving environment
- ✓ Show good communication skills and the ability to work as part of a team

The **Pier 6 Link Bridge** is as heavy as 6 jumbo jets. It's tall enough to fit a Boeing 747 aircraft underneath it.

Over 500 vehicles including snow ploughs, tractors and vans ensure that the airport is fully operational at all times. Our apprentices maintain these.

The South Terminal boilers create enough **heat for 1,800 domestic homes**. Our apprentices service these.

The inter-terminal shuttle travels the equivalent of **6 times round the earth in a year**.

An engineering apprentice spends their time, whilst studying, covering **8 areas** including;

- baggage systems, airfield operations and the shuttle.

A typical day includes:

- Completing routine and statutory maintenance
- Ensuring the airport is functioning 24 hours a day, 365 days a year
- Responding to reactive faults

Routes for development once completing the apprenticeship are:

- Technician – hands on preventative maintenance and reactive faults
- Team Leader – lead a group of technicians and carry out preventative work and react to faults
- Engineering Manager – manages the equipment and the team to meet the business need



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LONDON GATWICK



Megan,
Head of Cyber Security

Cyber Security



Protection for London Gatwick's passengers, staff and systems from cyber threats has to be delivered all year round, 24 hours a day. The criminals that threaten the stability of our business span the whole globe, which means we have to remain vigilant at all times to stay one step ahead of them.

Working in cyber security is not how most people perceive it, we don't all sit in dark rooms in hoodies looking at code on screens, and it is actually a very far reaching industry with many different job roles. Everyone who works at the Airport plays a part in keeping us cyber safe and within cyber we refer to them as our "Human Firewall".

We use cutting edge technology and tools to identify potential threats to the stability of Airport operations and to keep our data safe. We work really closely with all of the different sections of the IT department to ensure that we deliver IT systems that are secure by design and that any digital information/data we hold is protected.

Interface with passengers ✈

Time spent on airfield

Office based ✈ ✈ ✈

Wear a uniform

Work shift patterns

Working in Cyber Security

Skills and Qualifications

- ✓ Critical thinking
- ✓ Attention to detail
- ✓ Problem solving
- ✓ High ethical standards
- ✓ Integrity
- ✓ Strong communication skills
- ✓ Listening
- ✓ A passion for learning new things
- ✓ Curiosity
- ✓ Adaptability
- ✓ Teamwork
- ✓ English, Maths, and Science GCSEs



Imagine that you are working in Cyber Security... How do you think artificial intelligence will be used in the future to keep our digital systems and information safe?



Did You Know? London Gatwick receives over 100,000 emails a month that all have to be scanned to make sure nothing nasty gets into our systems.



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Typical job roles:

- Threat Hunter
 - Cyber analyst
 - Incident response team member
 - Governance risk and Compliance manager
 - Chief Information Security Officer
 - Cyber Operations Manager
 - Red Teamer (Ethical Hacker)
 - Malware Analyst
 - Cyber architect
 - Blue teamer (all round defender)
 - Vulnerability manager
 - Penetration tester
 - Cloud security specialist
 - And many more ...
- There really is something for everyone

CyberFirst



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