



# Careers with 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 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 passengers.

### STABLE OPERATIONS

Planning and managing disruption.

### CONSTRUCTION

Infrastructure and development.

### HUMAN RESOURCES

People and leadership.

### AIRFIELD OPERATIONS

Inspecting, controlling and maintaining.

### ENGINEERING APPRENTICESHIPS

Learning your skill, whilst on the job.

# INFORMATION TECHNOLOGY

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 Gatwick Emergency Services, to make sure that Gatwick operates smoothly every day.



Sharon  
IT Service Desk Manager



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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working in

# INFORMATION TECHNOLOGY

## Skills & Qualifications

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



## 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



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TEAM



Meet our people



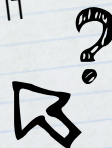
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**Did You Know?** Gatwick has installed 2,000 navigation aids, (known as beacons), which are expected to revolutionise airport wayfinding.



Imagine that you are working in Information Technology...

What does the future of IT look like for an airport?



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# 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 M25

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 trolleys.
- 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.



Richard, Passenger Operations Support Operative



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# PASSENGER OPERATIONS

## Skills & 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



**Did You Know?** 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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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 trolleys all need to be circulated around the car parks, baggage halls and check-in areas of both our terminals.



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### 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 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.

**Imagine that you are working in Passenger Operations...**

If you were a passenger, what sort of service would you wish to receive?



# 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 Gatwick Airport.

This group includes 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.



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



Tom, Gatwick Greenspace Partnership Officer  
+ Harry - Volunteer



Scotty  
Entomologist



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# working in BIODIVERSITY

## Skills & 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



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## 25 different wildlife surveys

are carried out around the land side areas of the airport.

## Over 2,490 species

have been recorded on Gatwick Airport's landholdings to date.



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



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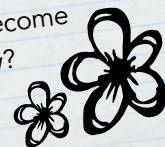


**Did You Know?** Every year for 5 years we have discovered at least one rare native species, such as the Grizzled Skipper Butterfly, or the Hazel Dormouse.



**Imagine that you are working within Gatwick Biodiversity...**

If we didn't look after our greenspaces, which species found around the airport today, might become endangered tomorrow?



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# 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



Dave  
Engineering Technician



Matt  
Engineering Leader



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# AIRFIELD ENGINEERING

## Skills & 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

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## 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.

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**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.



**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.



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# 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.

## Roles in 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



Interface with passengers

Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# GATWICK SECURITY

## Skills & Qualifications

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



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

In 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!**

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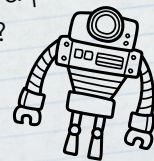
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**Did You Know?** There are staff from 41 different  
nationalities currently working in Gatwick security.  
From Australia to Brazil and France to Sri Lanka.



**Imagine that you are working  
in Gatwick Security...**

What do you think it would be like if your  
whole passenger security experience  
was controlled by robots?



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# AIR TRAFFIC CONTROL

Air Traffic Controllers are responsible for certain areas. These are called "sectors" or positions. At 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.
- **GMC** is by far the most complex and some even call ours the busiest airport ground position in the world! 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.
- **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.



123+  
456-  
789x  
0# 1



Interface with passengers

Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# AIR TRAFFIC CONTROL

## Skills & 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.



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## Over 850 runway movements a day

makes 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 Gatwick.



We have the  
**best sunrise view  
in the tower!**



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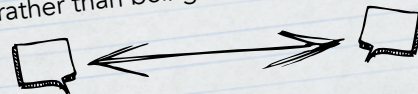
### Did You Know?

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



**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?



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# 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 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 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



Helen  
New Business Lead



Interface with passengers

Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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# working in RETAIL

## Skills & 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



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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 Gatwick airport...**

With the decline of high street shopping  
and the increase in online participation -  
how would you evolve airport retail?



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# 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!

## Typical roles include:

- **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.



Ami  
Incident Operations Manager



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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YOUR LONDON AIRPORT  
*Gatwick*

working in

# STABLE OPERATIONS

## Skills & 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



Back

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).



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**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 Gatwick Control Centre.



**Imagine that you are working in Stable Operations...**

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



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# 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 site



Office based



Wear a uniform



Work shift patterns

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## Skills & 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



### 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.

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**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.



**Imagine that you are working in construction at Gatwick...**

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.



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# 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.

## Typical roles include:

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

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

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working in

# HUMAN RESOURCES

## Skills & 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 Gatwick Airport can deal with over

**15,000 job applications** in a single year.

### Did You Know?

Leonardo Da Vinci is credited with writing the first ever CV in 1482

The average worker will work for 6 companies and make themselves an estimated

**29,328 cups of tea** in their career lifetime.



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**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?



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# AIRFIELD OPERATIONS

Our Airfield Operations specialists are in charge of all operations on 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 Gatwick, including the take off and landing of our planes, hangars, runways, monitoring the weather, as well as fuelling, moving and parking our aircraft.

## A typical role includes

- 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



Adam  
Airfield Controller



Interface with passengers



Time spent on airfield



Office based



Wear a uniform



Work shift patterns

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YOUR LONDON AIRPORT  
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working in

# AIRFIELD OPERATIONS

## Skills & Qualifications

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



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Our highest record for aircraft movement in one day was in 2019 when

**954 aircraft took off/landed** at 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.

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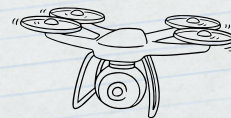
**Watch our Learn Live videos**

**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!



**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?



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# 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 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:

- A minimum of four GCSEs at grade C or above in English, Maths, Science and a technical subject.



Zoe  
Engineering Apprentice



Finlay, Zoe, Harry + Abi  
Engineering Apprentices

[More](#)

# 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



[Back](#)



## 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**

**Find out more** about what it's like to work for us and the rewards and benefits we offer:

**Visit our apprenticeship page**

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 ad hoc maintenance
- Ensuring the airport is functioning 24 hours a day, 365 days a year

## 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