

Security Officer Recruitment - FAQs

1. What information am I required to provide as part of my pre-employment screening?

You'll need to provide the following:

- Information on referees to cover your work history for the past five years;
- Valid documentation to confirm you have at least three years' residency in the UK;
- Details of unspent criminal convictions.

a. How and when do I provide these details?

You'll be sent an online form before you attend your assessment centre that will ask you to fill in the necessary details.

You'll also need to bring your original general proof of identity document to the assessment centre. Unfortunately, we are unable to continue with your assessment on the day without these.

General proof of identity documents required for every candidate		
UK Nationals	EU Nationals	Non-EU Nationals
Full and valid British passport	Full and valid EU passport or National identity card	Full and valid passport and Original Home Office document confirming the right to be in the UK

As soon as we've confirmed your success at the Assessment Centre, we'll be in touch to request you disclose detailed information about any unspent criminal convictions or cautions you've received to complete your Criminal Record Check.

2. What medical assessments will I have to pass?

You'll need to pass our pre-placement medical assessment to ensure you are physically fit to carry out Security Officer duties. These include:

- Sight test
- Visual colour test
- Hearing test

The team will also test your physical ability to "bend" and "stretch".

3. Do I need to have my Counter Terrorism Check (CTC) cleared prior to commencing employment at Heathrow?

Yes, CTC clearance is required for all Security listed roles prior to starting employment with us.

4. I have been on holidays over the past few years. Will this impact my CTC application?

If you've had consecutive periods of over 28 days outside of UK in the last 3 years, your CTC may not be accepted.

5. How long will the CTC process take?

It will take between 12-14 weeks.

6. I have been offered a provisional start date. Does this mean I can resign from my current employment?

It is advised you wait for confirmation of your start date before you resign from your current job.

7. I have been invited to carry out one of the assessments (telephone interview / assessment centre) and I require reasonable adjustments. What should I do?

You'll have the opportunity to state your reasonable adjustment requirements on your application. You should also mention this when:

- You're invited to carry out your telephone interview;
- You're invited to attend the assessment centre.

Please provide as much information as you can so we can consider making the necessary adjustments.

8. If I am successful, what training will I be provided with?

Your first two weeks will be classroom based on a 08:45 – 16:30 schedule. This will be followed by 15 days (over a 4-week period) of operational “on the job” training and this will be on a shift pattern to enable you to learn about the role in the operation.

Security training is on-going with regular sessions scheduled to ensure front-line Security colleagues are both competent and confident in their role.

9. I need to take time off during my training. Is this possible?

You must inform the Recruitment team of any holidays you have planned at the point of when your start date is agreed so that the team can work around your holidays. Attendance at your training is crucial and you may not be able to continue if you are unable to attend the full course.

10. What assessments am I required to pass during my training?

You will need to take several assessments during your training which include a written test, body and bag searching assessment, and a National X-Ray Competency Test. You must complete all assessments to continue your employment as a Security Officer.

a. What happens if I do not pass these tests?

We will endeavour to understand your area of need, and may be able provide some additional coaching. Ultimately the employment offer is conditional on you passing these tests.

11. What shift-pattern will I work?

We will allocate a roster to you depending on whether you requested to work full-time or part-time on your application. This could be a combination of early shifts and late shifts.

a. Am I able to change my shift pattern once employed?

You are allocated shifts to ensure the business' needs are met and the expectation is that you work the roster you are allocated. To change your roster, you will need to request this through the business and you will then be put onto a waiting list.

12. I was unsuccessful following the recruitment process. Can I re-apply?

You will need to wait for 6 months before you can re-apply for the Security Officer role.