Resourcing Solutions That Will Keep Your Operation Moving

Our aviation division works with airports and their partners to keep their operations moving, through a range of innovative services and our unique search and recruitment process.

“BIG enough to deliver small enough to care!”
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Do you fall short on service levels when you are not fully resourced to meet customer demand?

Do you plan ahead as much as possible, but still find that unexpected events outside of your control, leave you short of staff?

Maybe you know an event or a season is coming up that will stretch your operation, but you don’t have the capacity to handle it without support?

In every airport, a diverse range of companies come together with one shared goal, and that’s to get the customer to their destination on time, safely and with a flawless experience. Whether you’re an airport, an airline, a ground handling agent, or any other of the companies involved; achieving that shared goal despite the challenges is what makes the difference between an outstanding experience and a customer complaint.

With so many things that can go wrong, it’s fair to say that every day is a challenge in itself. From the typical run of the mill staffing problems like unexpected absence and seasonal demand fluctuations, to huge spikes in passenger volumes, machine breakdowns and other emergency events, and dealing with extreme weather on the airside of the terminal.
Why You Need a Full-Service Resourcing Solution...

Throughout the year there are ups and downs, peaks and valleys, busy periods and times when things ease off. It doesn't make sense to hire staff permanently when you only need them for certain periods, or to spend time finding candidates for permanent roles when you're busy serving your passengers and customers.

As well as hiring, there are also additional compliance checks that have to be carried out before employees can work in an airport. That's why more and more companies are looking for a full-service resourcing solution. Something to take away all of the headaches that resourcing can bring and leave you the time to focus on what’s important.

Think of a full-service resourcing solution like a Swiss Army knife. It's a single solution, but it contains individual solutions to individual challenges and brings them together under one umbrella to make things more convenient.

To access a full-service resourcing solution you enter a partnership. Your resourcing partner understands your needs and the market in which you operate. They understand the people and skills your business requires, when you need them and they can react quickly as there is an ongoing relationship and deep understanding of your business.
Access High Quality Candidates Quickly and Easily so You Can Focus on What You Do Best

**Highest Quality Candidates in The Shortest Time**
You've got a million things to handle, we've just got one, getting you the right person at the right time. Our network, knowledge, and agility means we can respond quickly to fill urgent roles.

**Tailored Process to Fit Your Business**
Our systems and processes are designed to deliver service excellence to our clients, and a great experience to our candidates. You can simply outsource to us in confidence, or we can partner more closely to align our processes with your brand and culture.

**Time to Focus on Your Priorities**
In addition to finding you the perfect candidate, you can leave us to get on with the recruitment until you want to get involved. That leaves you to get on with your business.
Big Enough to Deliver
small Enough to Care...

Whatever your resourcing challenge, whether it’s planned months in advance, or it happens at 10pm on a Tuesday night, then when you’re a partner, it’s our challenge too, and there’s nothing we like more. We take pride in being able to deliver on anything that is thrown at us. We help keep your operation moving and your passenger’s happy and on-time.

Our unique search and selection method means we can react to any situation quicker than our competition and often provide resource in quantities and timescales that others find hard to match.

We have been supporting UK airports since 2011, providing full-service resourcing solutions and we are authorised signatories and suppliers to six UK airports as well as supplying operatives to a further four.

We are proud to provide outstanding candidates like Denise Wise (right) who is pictured here with her account manager Gavin Hayes. She is being thanked for her heroic efforts made to assist a passenger who went into cardiac arrest during a flight.
“BIG enough to deliver small enough to care!”
A Sample of The Staff
We Provide:

- Ramp Agents
- Baggage Handlers
- Passenger Service Agents
- Check-in staff
- Lounge staff
- Turnaround Coordinators
- Customer Service Colleagues
- Brand Ambassadors
- Escorts
- HGV Drivers
- Airside Drivers
- Retail staff
- Airport operations staff
- Aircraft cleaners
- Terminal cleaners
- Food and beverage staff
- Catering operatives
- Trades and Labour
- Engineering staff
- General Operatives
- Administration Support
Our Full-Service Resourcing Solutions

**Temp and Perm Recruitment**
Traditional resourcing for permanent or steady temporary roles

**Seasonal Uplift**
Quick and easy resourcing for dealing with the challenges of seasonality

**Rapid Response Mobilisation**
Fast, efficient, focused resource for when things go wrong

**Winter Resilience**
Specialist resource who can react quickly and neutralise adverse weather conditions

**Special and Planned Projects**
Dependable, enthusiastic resource who adapt to any situation

**Airside Referencing**
Outsourced compliance and referencing so you can focus on what’s important
When vacancies arise, having them filled as quickly as possible is a big priority. But the wrong hire can do more damage than good if the candidate is not up to standard. As specialised recruiters with a unique search and recruitment process, we can deliver not just quickly, but to high standards. We already have repeatable processes in place that ensure staff are found efficiently and that they are at the right level to perform the job.

Our process is simple. First you tell us what your requirements are then we advertise and review applications. Depending on whether the role is temporary or permanent you will either interview yourself or we take care of it for you. Once we have the final list of successful candidates we can support with communications and onboarding, depending on your requirements.

**Temporary and Permanent Recruitment**

Traditional resourcing for permanent or steady temporary roles

**Do you need high quality staff and positions filled quickly and easily?**

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Recent Projects:

1. We are IR compliant and have previously provided PAYE staff on several projects with various clients at Heathrow. We provided cladders to VVB, groundworkers to Careys and Electricians to Boon.

2. We provided logistics operatives and escorts to Amalga at both Gatwick and Heathrow.

3. We have provided welfare labourers, deep cleaners and window cleaners to Mitie, ISS and Omniserv.

“JBS have consistently delivered high quality team members”

“JBS have recently supported us, providing baggage handlers and customer service colleagues, to support our contract with EasyJet. They have supplied us more than 100 people over a 6 month period and have consistently delivered high quality team members, on-time, to the numbers required and have been very easy to work with.”

David Jenkins
Account Director — DHL
Dealing with seasonality is always a challenge, and keeping operations moving during holiday season takes a lot of effort, planning and coordination.

Our seasonal uplift service starts with a proactive discussion about your needs. Once we have visibility of your staffing requirements and training delivery we go to work.

Typically we aim to have all of the information we need from you at least two weeks before the start date. This gives us enough time to source quality candidates and get through all the admin before we have your people on site and ready to go.

Do you struggle to keep up with customer demand during peak times?

Seasonal Uplift

Quick and easy resourcing for dealing with the challenges of seasonality
I required staff at very short notice, and thought I’d try JBS. After my initial contact, I had a good feeling. The advice was first rate and correct from the outset. Through JBS, I found and employed four high calibre staff members. They are a credit to the screening process supplied by JBS and I look forward to working closely with them in the future.

Robert Matthews
Station Manager — Airline Services

Recent Projects:

1. We had a request come in on a from Luton airport for seasonal resource and within two working days, we had six operatives on the ground ready to start.

2. Due to seasonal demand, Menzies made approaches for support with finding fifty staff. We ended up providing 93 in total to help with a shortfall elsewhere in the project.

3. When DHL won the EasyJet contract at Gatwick, we were immediately considered and accepted as one of their preferred suppliers.

“I found four high calibre staff members…”

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When equipment breaks down, accidents happen and things go wrong that were unforeseen, sometimes a quick injection of resource can keep you on track despite the crisis you’re dealing with.

Our rapid mobilisation teams are pre-selected, pre-vetted, and pre-referenced and ready to go at a moments notice. Once we have your requirements of likely scenarios, skills needed and numbers of people, we get to work on resourcing and training.

When we have an agreement already in place, and the people are ready to go we can react instantly. Within four hours we can quickly go from your call, to having people on site, checked-in and supporting your operation to get back on track.

Rapid Response Mobilisation

Fast, efficient, focused resource for when things go wrong

Do you have unexpected problems that can quickly bring things to a grinding halt?

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Recent Projects:

1. Following a fire on a coach outside Stansted Airport there were a number of issues that caused problems at the terminal. Within hours we had staff on-site who were able to support in getting things back in control.

2. A baggage system breakdown at Heathrow Airport, during the busiest weekend of the summer, meant we were called upon to provide emergency baggage handlers to minimise delays to flights and baggage collection.

3. On New Year’s Eve, Omniserv needed last minute staff to support their operations and within a few hours staff were on site and in position.

4. At Easter, Ryanair were critically under resourced because of an issue with a supplier. We were able to mobilise rapid response personnel to get to the airport and help keep things on track.

“Very good to work with...”

“I got in touch with JBS because of staff shortages. They were very helpful and approachable, and filled the gap with qualified people so that we could carry on. They are very good to work with and I would recommend them.”

Karen Stokes
Ramp/Ops Manager — Menzies Aviation
When winter comes around it doesn’t come without its own unique set of challenges. From gritting to snow clearing, and from anti-icing to de-icing, our winter resilience teams are flexible and fast to respond. We have over 450 trained operatives ready to be deployed across six major airports.

Once we understand your requirements, skills needed and number of people, we go and find the staff, we get them through training and prepare them ahead of time.

Winter resilience personnel are ready to go at short notice and will always be on site in-time for when you want and need them. We keep them on standby through the winter so you can count on them when they’re needed.

Winter Resilience

Specialist resource who can react quickly and neutralise adverse weather conditions

Does winter bring you extra work, extra challenges and extra processes?

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“BIG enough to deliver small enough to care!”
I contacted JBS for support due to the positive feedback from other companies they’d worked with in the Airport. Candidates were well screened and prepared, and met the brief to our exact requirements. This made me feel like there is actually a professional agency out there who can actually deliver.

Craig Ellis
Regional Manager — UK South, Airline Services

**Recent Projects:**

1. When the ‘Beast from the East’ storm hit us in 2018, winter resilience personnel were quickly deployed to six UK airports, helping to keep them open, passengers happy and flights on time.

2. When the ‘Mini-Beast from the East’ hit a little after the first storm, we were again able to react quickly and at scale to keep operations moving and minimise passenger impact.

3. Throughout the winter season in 2018 there were multiple minor threats that required quick and efficient response in order to meet service levels and maintain safety.

4. In 2017 we were awarded and successfully delivered, two de-icing contracts by Airline Services at stations in Manchester and Gatwick.

“There is actually a professional agency out there...”

“I contacted JBS for support due to the positive feedback from other companies they’d worked with in the Airport. Candidates were well screened and prepared, and met the brief to our exact requirements. This made me feel like there is actually a professional agency out there who can actually deliver.”
With operational improvements and changes taking place on an ongoing basis and huge volumes of passengers flying in-and-out for special events, from time-to-time you need people on the ground to help get a project over the line.

We are able to supply staff for a surprisingly diverse range of needs and circumstances. Once we have the brief we will get to work finding the right people and coordinating with your project manager to get updates on timescales and any special requirements.

On the big day we are on hand to make sure everything runs smoothly and that you get what you need from both us and the people we have supplied.

Our Associate Director for Aviation, Clare Hennessy (left) is pictured here at Bristol airport giving hands on support at a recent Champions League event.

**Special and Planned Projects**

Dependable, enthusiastic resource who adapt to any situation

Do you have upcoming events and special projects that will need a short injection of people to ensure delivery?

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Our Associate Director for Aviation, Clare Hennessy (left) is pictured here at Bristol airport giving hands on support at a recent Champions League event.
We engaged JBS to assist us with the Champions League final at the Millennium stadium. This record breaking event was a huge success, with JBS management themselves rolling up their sleeves to assist our ops team. It was our busiest day since opening our doors for business and JBS supported fully throughout the whole weekend. I wouldn't hesitate to use JBS again, or recommend them as an agency.

“JBS rolled their sleeves up and helped to make the event a huge success…”

An airline based at Gatwick Airport needed to move from one terminal to another as a one-off project. We provided the people needed to make the move happen and to keep the airport on-track with it’s schedule of changes and improvements.

Gatwick Airport wanted to conduct an exercise to find out more about customer experiences with the airport and airport buses. We were able to provide researchers to interview passengers and provide valuable insights into customer satisfaction and feedback.

As part of measures taken to deal with additional footfall caused by a Champions League final, Bristol Airport needed staff to keep bodies moving and avoid congestion. We delivered staff to support the event and maintain customer satisfaction despite the increased traffic.

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Paul Davies
Operations Director — Bristol Airport
Whenever there’s a new hire, unfortunately there is the inevitable paperwork and admin that comes with it. Whether it’s a one off hire or a larger intake, it can get in the way of normal day-to-day operations and take people away from their main focus.

We have our own dedicated compliance team with over thirty years experience of working alongside airports and placing staff airside. As authorised signatories we are used to dealing with the complexity of regulations.

Tell us what your plans are for onboarding, number of staff and start dates and we can get ready our end so that when the details start coming in we can get to work straight away.

**Airside Referencing**

Outsourced compliance and referencing so you can focus on what’s important

**Do you sometimes get bogged down in the referencing and compliance process for new hires?**

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Tell us what your plans are for onboarding, number of staff and start dates and we can get ready our end so that when the details start coming in we can get to work straight away.
JBS have been approved signatories at Stansted for 3 years now. Stansted operate on manual packs, however we are aware that JBS also operate at other airports and are familiar with online systems. JBS have a thorough understanding of the aviation screening process and their signatories keep a good line of communication open with us.

Recent Projects:

1. A client needed an engineer to work at both Gatwick and Heathrow airports to carry out some essential work on site. Due to our in-depth understanding of each airports compliance requirements we were able to obtain an airside pass to very tight timescales.

2. Airline Services required us to speed up the pass process on our candidates as they had too many people on a temporary pass.

3. Menzies shared their training plan with us over 3 months. We delivered candidates with full airside passes on their first day of training.

“JBS have a thorough understanding of the screening process...”

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Account officer — Stansted ID Centre
Our process

Simple, straightforward, focused on success. This is the way we make it happen.

1. Advertise
   Once we have the candidate brief, we use our database and advertising channels to get things moving.

2. Apply
   Applicants apply over multiple channels and we gather a list of suitable candidates.

3. Screen
   All applicants are put through initial screening so that only the most suitable candidates are invited to interview.

4. Interview
   All suitable candidates are invited to interview, where they can answer some questions and find out more about the role.

5. Shortlist
   A shortlist is drafted and discussed with the client, before making the final selection of successful candidates.

6. Preliminary Referencing
   We undertake preliminary referencing and basic pre-qualification checks.

7. Offer
   Successful candidates are made an offer and onboarding begins shortly after acceptance.

8. Training
   We coordinate with both client and candidate to make sure training is delivered on time.

9. On site check-in
   We are always on-site for staff check-in to ensure things go smoothly.

10. Final Referencing
    We complete final referencing and coordinate pass collection.

“BIG enough to deliver small enough to care!”
Meet The Team

At JBS you won’t find blue suits, starched shirts or old, tired ideas. You’ll find genuine, resourceful people committed to getting the job done.

Mark Jordan
Operations Director

Donna Loye
Managing Director

Clare Hennessy
Associate Director

Chris Bennett
Construction Director

Rachel Marrey
Senior Account Manager

Paul Maxam
Regional Manager – BRS/BHX

Gregg Maxam
Senior Manager – LGW

Michelle Boston
Office Manager (HQ)
“BIG enough to deliver small enough to care!”

Eastcote Office
2nd Floor
Television House
269 Field End Road
Eastcote
Middlesex
HA4 9XA

Gatwick Office
Level 00
South Terminal Arrivals
Gatwick Airport West
Sussex
RH6 0NP

Crawley Office
First Floor
Sarnia House
7 Spindle Way
Crawley
RH10 1TG

Bristol Office
Opening Soon!

www.jbsrecruit.co.uk