

Ms Ozma Shazia

Birmingham, B6 6QZ Mob: 07419 730076 / Email: ozmashazia@icloud.com

I have 15 years of experience in Social Services, Women's Aid, Learning Disabilities and for Birmingham International Airport. Training I gained at Women's Aid to complete Care plans, Support Needs and Risk Assessments. I organised and led pamper days and festival celebrations for organisations. Proactively, I have fundraised for charities and provided a refuge service for women fleeing domestic violence. I am calm in a crisis with angry parents, utilising effective interpersonal skills and problem-solving. As a professional, I am always willing to learn, develop and have been training others on the Care First database. I am qualified in bookkeeping, AAT accounts, personal development in employment, Customer Service, warehousing & storage principles. I possess a car licence as well as a Tug Truck licence, a Reach Truck licence, and a Counterbalance Truck licence. I speak English, Urdu, Mirpuri, Panjabi and Hindi. My future career goals are to be in a productive team.

Career Summary

October 2017 – December 2020 Birmingham Airport Security Officer

- To carry out security checks in line with my role
- To ensure customers do not go into areas out of bounds
- To X-ray and scan people and luggage, complete full body searches and give excellent Customer service skills to a diversity of people in different languages,
- Check for explosives, firearms, and prohibited items. To maintain safety and to report sabotage promptly.
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Jan 2018 – Jan 2019 Support Worker, Options for life agency Prospero

- Support/Enablement with people with Disabilities
- Updating their records
- Ensuring I support them to eat, go out, do activities, arts & crafts, and cooking
- Assessing practical & emotional needs to enable & empower
- Provide emotional support by listening and talking to my clients

Dec 2010 – Oct 2017 Birmingham CYPF Social Services/ *Contact & Escort Supervisor/Family Support Worker*

- Kept confidentiality, password-protected documents
- Managed and supervised contact, which included interpreting
- Effective handwritten communication to write observations
- My excellent time management enabled me to write reports for assessments to deadlines
- IT literacy enabled me to type into Care First reports and my concerns regarding clients
- Good eye for detail enabled me to observe & use my evaluation skills to form my reports
- Effective interpersonal skills enabled me to communicate with multi-agencies, and share information • Team Worked to organise and manage contact
- Training and qualifications enabled me to safeguard and promote the welfare of clients
- My reports formed part of the Local Authorities Assessment

Dec 08- Dec 10 - Randstad / Women's Aid/Ashram Accord Housing

Family Development Worker /BME Refuge and Floating Support Worker / Project Administrator

- Service delivery of regular customised Key sessions to my clients
- Form Completing, Risk Assessments, Admittance Forms, Care Planning & Outcomes
- Multi-agency liaising to make appropriate referrals to agencies
- Developed & reviewed group support sessions
- Complete comprehensive Support Plans & Tenancy Agreements
- Assist with benefit and housing applications
- Dealt immediately with any child protection issues
- Undertook all aspects of administration, including typing
- Effective report writing, updating financial records & spreadsheets
- Organised conferences, diaries

- Developed a user-friendly financial system,

Sept 08-Dec 08 Fresh Winds B-Sage Project

Elderly Support Worker

- Advocating for clients with Dementia and mobility issues to access services
- Empowering the over 50s, assisting them with shopping
- Filling in forms, emergency support
- Provided an awareness of events, community groups • Escorting clients to appointments and advocating

Aug 03- Sept 08 Birmingham City Council Kelly Services Agency

PA / Team Assistant / Administrator and Receptionist

- Working within a variety of council departments
- Administration and data entry, including typing letters
- Filing and dealing with telephone queries
- Meeting and greeting visitors, emails, and post
- Compiling and printing information packs
- Distribution to set deadlines
- Organising meetings and liaising with other agencies
- Audio typing, answering calls, and keeping diaries up to date

Aug 02-Jul 03 Hampstead Hall Junior School *Secretary* 1998-2002 Career break *Full Time Parent* 1997-1998

Land Rover Car Harness Assembler

Qualifications and Training

Oct 2020 – July 2024 University College Birmingham

BSc Health & Social Care

August 2019 Hays Training

Safeguarding Children, Radicalisation & Extremism, Mental Health Wellbeing, How to Keep Children Safe, Online Safety

July 2017- August 2017 Staffline Training/ Telford College

Reach licence, Counter-Balance Licence, Tug Truck Licence

L2 Equality & Diversity certificate, Employability

Personal development in employment, Customer Service, warehousing storage principles FLT

Liverpool- Tug Truck Licence

2017 – 2018 Finance & Management Business School

AAT access & AAT Bookkeeping & Computerised Accounts

2010-2011 Sutton Coldfield College

NCF Level 1 Travel and Tourism

2006-2007 University of Birmingham

B.A Social Work – Completed first year

2005-2006 Sutton Coldfield College

Access to Higher Education – Social Sciences

NVQ Level 2 in Business Administration and Office Skills

1983 – 1988 Broadway Annexe Secondary School GCSE's

Other training includes: Equality and Diversity, Data Protection, Manual Handling, Safeguarding Awareness

Interests: Badminton, dancing, theatre, cinema, travelling, and snakes. **References** available upon request

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11 February 2026

Ms L. Jephcott
Manchester International Airport
Manchester
M90 1QX

Dear Ms Jephcott

Re: Application for Central Security Officer

I am writing to apply for the position of Central Security Officer. Having previously worked in this role between 2019 and 2020, I am confident that my experience, professionalism, and commitment to maintaining a safe and welcoming environment make me a strong fit for the position.

Manchestre Airport's reputation for delivering excellent customer service and supporting its staff is something I have always admired, and it is a key reason I am eager to return. I take pride in working calmly and efficiently in fast-paced environments, ensuring passengers feel supported while security standards are upheld at all times.

Please find my CV attached for your consideration. I would welcome the opportunity to discuss how my skills and experience align with the needs of your team, and I look forward to hearing from you.

Yours sincerely

Ms Ozma Shazia

Job Female Aviation Security Officer

Date: 8 Jan 2026

Location: Manchester Airport, GB

Company: MAG

Summary

- Female Aviation Security Officer
- Based at Manchester Airport
- £15.43 per hour inclusive of 22.5% shift allowance
- Permanent, Full-time Annualised Hours (38 Hours per week)
- Full training is provided, so no previous security experience required

Why MAG?

Manchester Airport is a vital gateway for over 30 million passengers each year, and as part of MAG, it offers a dynamic environment where safety and customer service are essential. As a Security Officer, you play a key role in protecting passengers, colleagues, and airport operations, helping to ensure safe and smooth journeys every day.

MAG's commitment to sustainability, community support, and inclusivity shapes how it operates, creating a positive and supportive workplace. Its focus on developing people ensures Security Officers are well trained and supported while contributing to the safety of passengers and the wider airport community.

Key responsibilities include:

- Conducting hand searches of cabin luggage, passengers, and staff
- Carrying out body searches (pat downs)
- Operating advanced security equipment such as X ray machines and body scanners
- Patrolling terminals and wider airport premises
- Checking staff ID cards and passenger boarding passes before entry to secure areas
- Greeting and assisting guests to ensure they receive excellent service

Benefits:

- Flexible and generous company pension plan with various company contribution options (up to 10%) that you can change to suit your personal needs
 - 24 days holiday plus bank holidays
 - Free parking
 - Subsidised public transport
 - Huge range of company discounts
 - 2 volunteering days per year
 - Free Virtual GP service, available 24 hours a day, 7 days a week
 - Care Concierge service
- Contract information**

The role involves long periods of standing, bending, walking, and manual handling. If successful, you will receive a conditional offer subject to pre-employment checks and completion of a paid 4 week training course.

Pre-employment checks include:

- Criminal Record Check
- Five years of employment history
- Counter Terrorism Check - Due to security requirements, applicants must have lived in the UK for the past three years.
- A face to face medical assessment

How annualised hours work:

- Average of 38 hours per week on an annualised hours contract.
- Hours may increase during busy periods (up to 52 hours per week) or decrease during quieter periods. Your salary remains fixed at 38 hours per week regardless of weekly variations.
- Full flexibility is required for a 24/7 operation, including night shifts, early starts from 03:00, late shifts, weekends, and bank holidays.
- Shift lengths range from 4 to 12 hours, covering both short haul and long haul patterns.
- Watch this video to find out how annualised hours works: <https://www.youtube.com/watch?v=quYIOE0z7Fs>

What will make you successful in the role?

No prior security experience is required as we pride ourselves in offering full training, however you do need to be able to;

- Communicate directly and clearly to both colleagues and passengers
- Demonstrate exceptional customer service at all times
- Be enthusiastic, pro-active and have an excellent attention to detail
- Be able to work both individually and with other members of the team
- Be successful in carrying out multitasking duties
- Have colour perfect vision
- Have resided continually in the UK for the last 3 years to be able to obtain Counter Terrorism Clearance

Equal Opportunities & Reasonable Adjustments

We're building something brilliant at MAG: a diverse team of Journey Makers who share our values and want to make a difference. We're on a mission to be number one in our industry, and that takes talent in all its forms. With so many exciting roles across our airports and businesses, there's space for your unique strengths to shine.

Whether this is your first role or your next big step, we want to hear from you - even if you don't think you tick every box. What matters most is what you bring.

We're proud to be a Disability Confident employer. If you need any adjustments to support your application or interview, just let us know. We're committed to helping you perform at your best.

At MAG, every journey matters. Our Colleague Communities play a big part in that: Women's Network, Embrace (Race & Ethnicity), Fly with Pride (LGBTQIA+), Mind Matters (Mental Health), PACT (Parents & Carers), RespectABILITY (Disability & Neurodiversity), and the CAVU Global ID&E Affinity Group.