

Hi Joanna,

Thanks for facilitating my Teams access today – please find below my transcript.

Good Afternoon Everyone, My name is Jo Chase – Terminal Operations Manager for Bristol Airport and have been a resident of NS/Somerset for 28 years. I would like to speak today to share my experience as an employee of Bristol Airport and from the perspective of a family who use our local airport for travel.

22 years ago I was able to apply for work experience at Bristol Airport and had a fantastic and varied insight into the workplaces and careers available from ATC, Marketing to the Fire service and Customer Services. The enthusiasm for work continued and following A Levels I was successful in obtaining a seasonal position working in the Airport control centre and customer service team, building my skill set and confidence to progress to a number different roles including Training, Commercial, operational management, Project management alongside our development team and currently as a senior operations manager working through innovation and Continuous Improvement projects to ensure we deliver the best possible service to customers who are travelling through BRS. Within my role I also lead Emergency Planning response liaising with various emergency response planning teams including Police, Fire and South West ambulance services and I have had collaboration with Weston College, and Bristol University on many occasions to enrich their course content with involvement at exercises and insight into aviation emergency and business continuity planning.

I have been passionate about engaging with our community and since 2011 have managed the volunteer scheme for the airport, an initiative we saw successfully implemented through Auckland airport. The Volunteer role is open to members of the local community or further afield to be part of the Bristol Airport team. To interact with customers and provide 1 on 1 customer care, to provide valuable travel and tourist information, enjoy the airport environment and connection benefits from being part of a team, we provide personal development opportunities and work experience. Through the scheme we have seen University students gain experience to move on to careers with Easyjet, Swissport, NATS and within our Operations teams at the airport and others who have been members for up to 8 years who enjoy the connection and reward the role provides, this included my father – who found the terminal and travel an exciting world to be a part of after his retirement.

As a family we prefer to use Bristol as our departure airport, not just because it is our local airport but also because of the ease of process and joy of experience which has been improved in line with growth. Personally I would be extremely disappointed to see a limit of the measured growth within our site that is proposed in these plans – as it improves the access to the terminal for families, such as my own, along with continued improvements to the offer for passengers using the facilities.

The opportunities available to me at BRS have enabled a progressive and varied career over the past 18 years, I have observed the number of employers and opportunities grow during this time, I can only see the potential for future generations being more exciting, aligning with their consciousness on a focus for sustainability.

Thank you

Jo Chase
Terminal Operations Manager
Bristol Airport