

## London City Airport: A local job which gives me a global perspective

*Jasjoot Mudhar, 26, a Baggage Tracing Agent for Sky Handling Partners at London City Airport, is the 600th recruit to join the airport as part of its flagship 'Take Off Into Work' employment programme.*

*Set up by London City Airport, the London Borough of Newham, and the East London Business Alliance in 2009, the scheme provides work experience, job trials and classroom-based training to Newham residents to help them secure employment with London City Airport or one of its many onsite partners.*

*In his own words, Jasjoot explains how he found his first full-time job following graduation from Loughborough University London.*

In my role as a Baggage Tracing Agent, I'm connected into a global database of airports, across every time zone, helping to reunite passengers with their belongings. So if you arrive at London City Airport and your bag has missed its flight in Lagos, or a connection in Zurich for example, I'll be the person you'll meet.

It's a lot of responsibility, and I know lots of people are relying on me to get it right, which means that the time can really fly when it's a busy day and I have numerous bags to trace and process – getting it from the point of origin to the home or office of its owner whether its locally or internationally.

Each day presents new challenges, but with my background in logistics and computing, I'm able to apply existing knowledge that I gained during my Master's degree in Internet Media Clouds with Business at Loughborough University London, as well as learn new skills in a commercial customer-facing hands-on role.

This is my first full-time job and also my first in aviation, but it's a great foot in the door to get more commercial experience, following my stints in retail, logistics, hospitality and sales.

I enjoy learning the terms used in aviation, which seems like a different language sometimes, and understanding the different systems that the various airlines use. I get to work alongside a small team in shift patterns which suit me, while being tapped into an international network.

The opportunity at London City Airport came after I graduated from university in December 2016. I was restless and was missing the routine and structure of studying. That was when I made contact with Newham Workplace, which provides training and employment assistance to Newham residents.

I've lived in Newham, East London, all my life – growing up next to the Boleyn Ground in Upton Park. I completed my GCSE's at Lister Community school, my A-Levels at Havering College as well as my undergraduate degree at the University of Greenwich.

I was looking for a career job with good progression prospects, which is partly why London City Airport appealed, because I know lots of examples of colleagues who joined in one role but have been given the

opportunity to move around departments and gain different professional experience.

Without the Take Off Into Work scheme I don't think I would have found this role or local full-time employment so quickly. The team at Newham Workplace were really proactive and helpful, and now I'm settling into a role that I enjoy with an employer that is on my doorstep. I'm positive about the future and the opportunities that are in store.