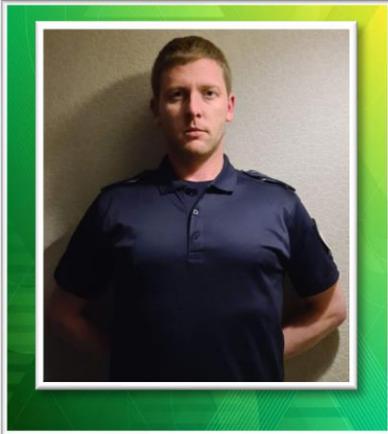




CONNECT WEEKLY

HEART TO HEART with the EDITOR



Name: James McGookin

Position: Security Communication Control Room Operator, Bombardier.

When did you join Momentum Support and what was your starting position?

I joined Momentum Support in June 2012 as a cleaning operative.

Tell us about Bombardier and your current role as a security communication control room operator?

Bombardier is an aerospace structure engineering company. My role is very interesting as I oversee the cameras and report any security, health & safety violations. I am also responsible for processing the CCTV data. The security communication control room operator is part of a team who are responsible for dealing with all emergency calls for any of the people on the Bombardier Site. The calls received can vary from either employees or contractors needing any emergency assistance.

James, what an interesting career progression within Momentum Support. You started in the role of cleaning operative and now you are the communication control room operator within the security operation. What do you consider in one word what was the key to your progression within Momentum Support?

I started as a cleaning operative working across the Bombardier Site which included responsibilities for factory floor, crew room break areas and toilet facilities. After five years an opportunity came up to apply for a security officer position. I was successful and completed a SIA Security Industry Authority License. I received familiarisation training prior to commencing the role as security officer assigned to manning the Bombardier entrance gates. During Covid 19 a further prospect came my way to progress to the security communication control room operator position. In one word I would say upskilling was the key to my advancement within Momentum Support for which I am very grateful.

If you were to coach new starters based on your own successful progression within Momentum Support, what would you share with them?

If I was talking with someone who had just started, I would say:
Take your time and pay attention. There are people here who can offer you advise if you need it, from the guy on the gate, the supervisor, the control room team and your manager.

I understand your work shifts, what do you consider the benefits of working shifts?

I really like shift work because it gives me flexibility within my own personal life. Because I work four shifts on and four shifts off this allows me to spend time with my family. It gives me a longer period so we can go cutting wood and fishing. I get great enjoyment in my life from spending time in the outdoors.

Tell me what motivates you in life?

I motivate myself! I am a very self-motivated type of person.
Number one nobody is going to just give it to you! you must work for it!

