



<b>Job Title:</b>	Airport Operations Manager	<b>Job Category:</b>	Technical Operations
<b>Department/Group:</b>	Operations	<b>Job Code/ Req#:</b>	20
<b>Location:</b>	ORIA	<b>Travel Required:</b>	Occasional Travel
<b>Level/Salary Range:</b>	Grade 6	<b>Position Type:</b>	Full Time

Job Holder:

**Job Purpose:**

Plan, direct and manage operations of the Airport Operations section to international levels in full compliance with local and international regulatory requirements, thereby ensuring operational readiness at Owen Roberts International Airport and assisting Manager CKIA with ensuring operational readiness for Charles Kirkconnell International Airport.

**Dimensions:**

Reporting to the Chief Airport Operations Officer, the Airport Operations Manager (AOM) is responsible for providing direct management and supervision of the Operations Duty Officers, the AOCC and monitoring ORIA’s users’ compliance with regulatory aerodrome requirements. The AOM will ensure that airside functions are conducted in accordance with the approved ORIA Aerodrome Manual and its Annexes and will work closely with other CIAA Departments to ensure airside, terminal and landside functions are coordinated and conducted in accordance with CIAA policies. The position includes emergency call-taking, dispatching and incident control. The AOM also works closely with the Manager Brac providing technical support to the operations at CKIA.

**ROLE AND RESPONSIBILITIES**

**Management**

- Develop and implement strategic plans and goals, for safety and uniformity of the Airport Operations section and aligned with the CIAA corporate strategic and departmental goals;
- To oversee the regular daily inspections of airport facilities in order to ensure their continued availability and compliance with CIAA requirements and international standards, specifically ICAO Annex 14 and OTAR part 139;
- To ensure that any deficiencies are documented, communicated and that the appropriate action is taken;
- To monitor and assist in ensuring the proper operating functions of the airport, ensuring adequate liaison between airside, terminal & landside facilities and activities;
- To supervise and provide guidance to the Operations Officers in respect of their airside and AOCC functions;
- To deputise for the Chief Airport Operations Officer as and when required;
- Prepare and administer the relevant operational and capital budgets; maintain and monitor appropriate budgetary controls. Work within budget and time constraints;
- Participate in revenue generating ideas and methods;

- To notify the Chief Airport Operations Officer in the event of any airport incidents, accidents, emergencies;
- To keep the Chief Airport Operations Officer duly informed of all occurrence and activities experienced outside normal expectations.

### Safety and Security

The Airport Operations Manager has the following safety responsibilities:

- To ensure compliance by ORIA, its employees and customers with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Airport Operations Officer and the Safety department of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- In the event of an incident, to institute appropriate control measures in accordance with the Aerodrome Manual;
- Support safety audits and investigations as and when they occur;
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year;
- Ensure that all personnel within the department complete an approved SMS training course each calendar year;
- Ensure safeguarding of ORIA aerodrome, and support CKIA, in order to protect their usefulness as certificated aerodromes.

### Quality Control and Regulatory Compliance

- Define, develop, maintain, implement and disseminate manuals and documentation for policies, standards, processes and procedures relating to the safe and efficient operation of ORIA, in a timely manner;
- Ensures the implementation and management of a programme to ensure that comprehensive and routine inspections of the airside facilities are regularly conducted, and that necessary repairs are carried out in a timely manner;
- Ensures that the operational condition of airside facilities and systems are maintained at efficient levels and that the pertinent support units are performing productively and effectively in facility and system maintenance;
- Ensures that appropriate measures are in place and monitored with respect to the protection of the environment and prevention and mitigation of wildlife hazards;
- Oversee the management of the process to prepare and execute Corrective Action Plans for the Civil Aviation Authority's and internal audit findings;

- Ensure compliance with all relevant international and national aviation regulations and CIAA's Quality Management System.

#### Human Resources

- Manages the airport operations department and, ensures that duty rosters are prepared in a timely manner and that duties are assigned such that all operational areas are adequately covered;
- Develop, implement and maintain a training and competency programme for operations staff to ensure competent, safe and effective delivery of operational duties. Ensures that all operations officers receive appropriate theoretical and on-the-job training in all operational areas;
- Oversee employee discipline, training, and performance and conducts regular performance appraisals;
- Assists with ensuring that existing and future human resource needs are recognised, planned for and put in place to meet business objectives;
- Assists with ensuring appropriate mechanisms are in place to meet prudent succession planning requirements.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- A relevant Bachelors' degree, or the equivalent from a tertiary institution, but at a minimum the equivalent in education and professional experience with GCSE or equivalent passes in English, Mathematics, and Geography;
- Previous knowledge of aerodrome certification requirements and procedures;
- Knowledge and experience in development of technical manuals and aerodrome charts;
- At least 5 to 10 years' experience and certification in Operations or Safety Management Systems in an airport environment; with additional experience in Wildlife Hazard Management & Airport Emergency Planning;
- Demonstrated understanding of local and international regulatory requirements, including a sound knowledge of ICAO Annex 14 and 19, OTAR's 139 and 140;
- At least 3 to 5 years' minimum experience in a supervisory or management position.

**The Operations Manager will be expected to attend and successfully complete approved training courses from time to time to ensure the currency of his/her technical and operational knowledge.**

#### **ESSENTIAL SKILLS**

- Skilled in communicating in critical situations, orally and in writing with business and community leaders;
- Skills in commercial, financial and other analysis is preferred;
- Skilled in program planning, implementation, maintenance, evaluation;
- Knowledgeable and experienced in scheduling, budgeting, planning and project management;

- Strong interpersonal, team-working, leadership and people management skills;
- Customer focused;
- Ability to work without direct supervision, a commitment to problem solving and ability to manage change;
- Working knowledge of Microsoft Office suite of applications, as a minimum;
- Ability to understand the company's overall business and safety goals, objectives and achieve associated personal and team targets;
- Ability to thrive in a demanding environment with pressing deadlines and changing conditions.

#### **ASSIGNMENT & PLANNING OF WORK**

- The post-holder will prepare duty rosters to ensure appropriate staffing to meet airport operational coverage needs during operational hours and will provide supervisory coverage of the AOCC;
- Must be able to respond efficiently and effectively to emergency situations and provide leadership in such situations.

#### **SUPERVISION OF OTHERS**

The post-holder will directly manage and supervise the Airport Operations Duty Officers. Indirect supervision will be given to non-CIAA airside operatives, to include but not limited to airline employee or handling agents.

#### **OTHER WORKING RELATIONSHIPS**

The post-holder is required to coordinate directly and regularly with CIAA Management, other CIAA Departments/Units, airlines, and airport service providers. Collaborate with the Quality and Compliance Manager, the CAACI, and other relevant government agencies.

#### **SAFETY RESPONSIBILITIES**

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives, and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Safety Officer of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- Supporting safety audits as and when they occur;
- Supporting safety investigations as and when they occur; and
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

#### **SAFETY TRAINING & EDUCATION**

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

**ADDITIONAL NOTES**

- Ensuring consistency in airport users’ compliance with regulations, requirements and procedures;
- Documentation of airport users’ compliance with regulations, requirements and procedures.
- Maintaining efficient and effective levels of coordination and cooperation with CIAA departments and staff;
- Maintaining efficient and effective levels of coordination and cooperation with other airport stakeholders whose functions fall within the scope of the post-holder’s responsibilities;
- This post requires the exercise of tact and integrity.

**WORKING CONDITIONS**

May be required to work outside of normal working hours from time to time and on weekends and holidays, and official travel. Outdoor work is essential to successful performance, therefore exposure to the sun, dust, rain and noise can be expected.

Reviewed and Agreed by Employee:		Date:	
Approved By CAOO:		Date:	
Received and Filed by HR	CHRO	Date/Time:	