CIAA

Cayman Islands Airports Authority

Job Description

Job Title:	Aeronautical Information Services Supervisor (ORIA)	Job Category:	Technical Operations
Department/Group:	Airport Operations	Job Code/ Req#:	53
Location:	ORIA	Travel Required:	Occasional Travel
Level/Salary Range:	Grade 4	Position Type:	Full-Time
Job Holder:			

Job Purpose

Supervise AIS officers in the course of their duties to ensure the efficient provision of service and compliance with policies, procedures, international standards and regulations.
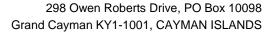
Dimensions

The Aeronautical Information Services (AIS) is an integral part of Air Traffic Services and must perform duties crucial to the operation of Air Navigation Services. This post is essential for the efficient operation of Air Traffic Control unit and the collection of fees from clients who are not billed monthly for the finance department.

Reporting to the AIS Manager, the AIS Supervisor is responsible for ensuring ICAO, CAA and local standards and recommended practices are adhered to. Working administrative hours, will occasionally work shifts to ensure staff coverage during airport operation hours and will provide availability to ensure service 24-7 as required.

Role and Responsibilities

- Supervise AIS staff in the day-to day operations.
- Assist AIS Manager on assigning and co-ordinate staff duties, ensuring that these functions are conducted in accordance with International Civil Aviation Organization (ICAO) standards.
- Assist AIS Manager in conducting QMS programme.
- Prepare work schedule, actual shift worked record and leave balance record for staff on a monthly basis.
- Prepare reports on an ad-hoc basis at the request of the AIS manager.
- Communicate changes in AIS operating procedures or additional assignments to AIS staff.
- Report to the AIS Manager any breaches of Cayman Islands Airports Authority regulations or operational AIS procedures to ensure that they conform to regulations.
- Assist AIS Manager in all training and development of AIS officers.

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- Administer the AIS Information Quality Programme to ensure proficiency level of AIS officers are maintained at acceptable levels.
- Ensure accuracy of NOTAMs transmitted and records are maintained.
- Prepare supplies request and maintain record of supplies received from office management.
- Review and interpret procedures to ensure conformity and where necessary make recommendations regarding development of new procedures.
- Ensure all daily operational duties are accurate and completed by AIS staff.
- Conduct Performance Management Appraisals for AIS Officers (AISOs).
- Provide required breaks for AISOs.
- Work rotating shift as required.
- Act in the role of AIS Manager during periods of his/her leave.
- Any other duty assigned within the postholder's training and capabilities.

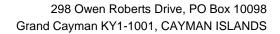## Qualifications and Education Requirements

- Certificate in Supervisory Management.
- A minimum of five (5) years working in AIS.
- Qualification and work experience as an AIS Officer.

Preferred Skills
- Sound knowledge of International Civil Aviation Organization's standards and recommended practices in regard to Aeronautical Information Service.
- Knowledge of local and international abbreviations and codes relevant to Air Traffic Services/Aeronautical Information Services.
- Knowledge of designators for aircraft types and aircraft operating agencies.
- Knowledge of Air Traffic Services Messaging and procedure for sending such messages on the Aeronautical Fixed Telecommunication Network (AFTN).
- Comprehensive knowledge of the responsibilities and functions of an aeronautical information service.
- Exposure to Air Traffic Aerodrome/Approach Control Services would be an asset.
- Sound knowledge of local civil aviation documentation, and legislation and procedures.
- Proficiency in MS Office suite (Word, Excel, PowerPoint and Outlook).
- Excellent communication skills, both written and orally.

Assignment & Planning of Work
Must have the ability to make sound decisions in the absence of superiors in regard to critical situations in the process of carrying out respective duties and possess effective communicative and human relations skills. The Aeronautical Information Service Supervisor is responsible/accountable to assign staff to work at the respective post, recommend staff with unsatisfactory performance to the AIS Manager, recommend necessary changes to ensure a high standard in the conduct of AIS operations and communicate all suggestions for improving the AIS system and procedures to the AIS Manager.

Supervision of Others

The AIS Supervisor is responsible for the supervision of all AIS Officers.

Other Working Relationships

- Air Traffic Control
- The AIS office of the Sister Island
- Adjacent ATS units to ensure proper exchange of aviation messages
- Finance Department
- IT Department and contracted company responsible for maintaining other equipment
- Safety Department
- Military and Law Enforcement Agencies regarding Airborne Drug interdiction and Search and Rescue Operations
- Local agencies including Custom, Immigration, Airport Security, Police, MRCU and Fire Service regarding all International arrivals/departures
- The Cayman National Weather Service
- Local Handling Agents and International Flight Poland Filers
- Civil Aviation Authority Cayman Islands

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

The Aeronautical Information Services section of the Cayman Islands Airports Authority is responsible for providing information necessary for the safe conduct of flight. The accuracy of information is crucial and must be updated regularly to ensure correctness. Funds for landing, parking and other charges are also collected and handled by this unit. Aeronautical Information Service Officers must be honest and responsible individuals. It is also through this unit that all flight statistics originate.

The post holder is expected to be able to work independently, with minimal supervision and function as an integral member of the Cayman Islands Airports Authority team. The main challenges involve being able to recognise, assign and deal with priorities to ensure that suitably qualified staff adequately staff the AIS office and are effectively supervised.

Working Conditions

Normal office conditions and in accordance with the standard practices in effect at the Cayman Islands Airports Authority. The incumbent works administrative hours but is expected to respond to all emergencies when required regardless of hour.

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	