

## Job Description

Job Title:	Aeronautical Information Services Manager	Job Category:	Technical Operations
Department/Group:	Airport Operations / Aeronautical Information Services	Job Code/Req#:	18
Location:	ORIA	Travel Required:	Occasional Travel
Level/Salary Range:	Grade 5	Position Type:	Full-Time
Job Holder:			

### Job Purpose

To plan and manage the Aeronautical Information Services (AIS) functions and the AIS staff to provide safe, efficient and regular service to those involved with flight operations, air traffic services and other aviation entities. This is performed in compliance with local and international policies, procedures, standards and regulations. The Aeronautical Information Services Manager (AISM) ensures the daily operational performance is efficient, effective and safe at Owen Roberts International Airport, as well as supporting the Charles Kirkconnell International Airport.

### Dimensions

Reporting to the Chief Airport Operations Officer (CAAO), the Aeronautical Information Services Manager (AISM) is responsible for providing direct management and supervision for the AIS staff. The AISM ensures all AIS functions are conducted in accordance with the Aerodrome Manual, AIS Manuals and other relevant manuals and aviation regulations as necessary. Responsibilities include staff deployment, assurance of systems and equipment availability and functionality, aeronautical billing and support of flight planning. The AISM works closely with other CIAA sections and departments to ensure the daily operational performance is efficient, effective and safe at Owen Roberts International Airport, as well as supporting the AIS operations at Charles Kirkconnell International Airport.

### Role and Responsibilities

- Assists with developing and implementing strategic plans and goals for safety and uniformity of the AIS section aligned with the CIAA corporate strategic and departmental goals
- Assists with ensuring that existing and future human resource needs are recognised, planned for and put in place to meet business objectives

- Assigns and co-ordinates staff duties, ensuring that these functions are conducted in accordance with CIAA's policies, procedures, and Air Safety Support International (ASSI) and International Civil Aviation Organisation (ICAO) standards and recommended practices. Especially guided by ASSI OTAR 175 and ICAO Annex 15
- Ensures adequate staff for required hours of operation and preparation of shift schedules
- Prepares actual shift worked record and leave balance record for staff on a monthly basis
- Communicates changes in AIS operating procedures or additional assignments to AIS staff
- Prepares reports on a monthly and ad-hoc basis at the request of the CAOO
- Manages KPIs and SPIs for specific AIS functions to ensure optimal operational performance
- Peruses watch log to obtain an up-date on any unusual occurrences of the previous day including NOTAM sent
- Records and manages any technical issues that AIS staff encounter and escalates to CAOO where necessary
- Reports to the CAOO any breaches of Cayman Islands Airports Authority regulations or operational AIS procedures to ensure that they conform to regulations
- Responsible for all training and development of AIS employees to include but, not limited to, the development and maintenance of local documented polices, processes and procedures. Ensures staff are competency checked at regular intervals
- Responsible for the production and editing and maintenance of the Aeronautical Information Publication (AIP)
- Prepares and compiles Aeronautical Information Publication (AIP) Supplements, Aeronautical Information Circulars (AICs) and NOTAM Summaries for international and domestic distribution
- Compiles notices to airmen (NOTAM), relating to changes in the condition of aerodromes and navigational facilities in the Cayman Islands Terminal Control Area for transmittal to other AIS units, Air Traffic Services with responsibility for flight information services, aircraft operating agencies and/or other personnel involved in aviation
- Maintains records of NOTAMs transmitted
- Maintains all AIS information on the CIAA website and keeps data updated
- Ensures the provision and availability of current aeronautical charts for use by pilots and other flight operations personnel in flight planning
- Manages the service provision of aeronautical chart-producing agencies
- Prepares and maintains dispatch registry, list of publications and subscribers, to ensure efficiency in the distribution of all AIS publications
- Ensures adequate continuous availability of office supplies
- Collects, manages and assures accuracy of data on all aircraft movements in and out of Owen Roberts and Charles Kirkconnell International Airports and provide the CAACI and others with reports monthly
- Manages delivery and implementation of resolutions and mitigations for internal and CAACI Audit findings to ensure full compliance with the CAACI and ICAO Regulations
- Responsible for the compilation, maintenance, availability and currency of manuals and procedures to include, but not limited to:
  - AIS Operations Manuals (development and maintenance)
  - AIS Employee Training and Competency Manuals (development and maintenance)
  - ASSI Regulations
  - ICAO Manuals and guidance documents
- Ensures the provision of the aeronautical billing function:
  - Amends and corrects movement entries to allow accurate aircraft movement data

- Liaises with Finance to ensure monthly billed clients receive accurate invoices and ensure payments are received
- Ensures the provision of quality customer service to AIS clients and customers with professional, effective, consistent communication and information for all enquires
- Prepares and administers the relevant operational and capital budgets
- Ensures the responsibilities of the AISM in the Airport Emergency Plan are upheld
- Supports and deputises for the Chief Airport Operations Officer as appropriate

## Qualifications, Education and Experience Requirements

- At a minimum an Associate Degree, Certificate/Diploma in Management Studies preferably a relevant Bachelor's degree, or equivalent professional training and experience
- A minimum of 10 years' experience working in AIS, qualified as an AIS Officer at a minimum
- Demonstrates understanding of local and international regulatory requirements, including a sound knowledge of ICAO annex 15 and 19 and OTAR 175

## Preferred Skills

- Sound knowledge of International Civil Aviation Organisation's standards and recommended practices regarding 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 Message Handling System (AMHS)
- Comprehensive knowledge of the responsibilities and functions of an aeronautical information service
- Exposure to Air Traffic Aerodrome/Approach Control Services is an asset
- Sound knowledge of local civil aviation documentation, and legislation and procedures
- Full understanding of Air Traffic Management Procedures

## Assignment & Planning of Work

The AIS Manager is involved in the creation of Aeronautical Services policy development. A moderate degree of planning and analysis is required, and situations may be broad in scope. The post holder is expected to be able to work independently, with minimal supervision and function as an integral member of the Airports Authority team.

## Supervision of Others

The AIS Manager is responsible for the development and leadership of all AIS Supervisors, Officers and staff.

## Other Working Relationships

CIAA departments and units, including:

- Finance

- Air Traffic Control Manager
- CNS Manager
- CKIA Manager
- CKIA AIS Supervisor
- Chief Airport Operations Officer

External:

- Airlines
- Aircraft operators and pilots
- Civil Aviation Authority Cayman Islands and other regulatory and Government agencies
- ICAO and other relevant aviation entities

## Safety Responsibilities

The Aeronautical Information Services Manager 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;
- Support safety Audits as and when they occur;
- Support 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 8.1 of the CIAA SMS Manual (Ver. 5.0)

## 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 AIS Manager is responsible/accountable for all deliverables and operations in the Aeronautical Information Services unit.

## Working Conditions

Will be required to be available outside of normal working hours from time to time and on weekends and holidays.  
Normal office environment.



298 Owen Roberts Drive, PO Box 10098  
Grand Cayman KY1-1001, CAYMAN ISLANDS

+1 345 943 7070  
ciaa@caymanairports.com  
[caymanairports.com](http://caymanairports.com)

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:	CAOO	Date (07/02/2023):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	