

Job Description

Job Title:	Business Development Manager	Job Category:	Commercial Operations
Department/Group:	Business Development	Job Code/ Req#:	
Location:	ORIA	Travel Required:	Occasional Travel
Level/Salary Range:	J	Position Type:	Full-Time
Job Holder:			

Job Purpose

The purpose of this role is to develop and maintain commercial business opportunities and manage the operations of the commercial programme at the Airports owned and operated by the CIAA, to maximise revenue and profit. Optimise the Airports' commercial business through effective planning, contract negotiation and performance management of all current and new commercial assets and revenue opportunities.

Dimensions

The role is the main point of contact for business partners and ensures that commercial targets/goals are met and adhered to approved budgets. It oversees existing contracts and partner compliance to agreement terms and conditions. Drives the delivery of service excellence by implementing and monitoring service level agreements across all commercial operations. Leads the execution of standard legal documents, coordinating with Finance to ensure accurate billing and collection of revenue.

Role and Responsibilities

- Recognise and capitalise on opportunities for the development of the Airports including the creation of new revenue streams and business opportunities, with a view to increasing revenues and profits for the CIAA
- Responsible for the growth of air services at ORIA and CKIA, working with Department of Tourism and with current and potential airlines on business development
- Develop and implement strategies to maximise revenue from airport properties
- Manage advertising agreement to continually increase revenue
- Develop and execute financial plans and budgets related to business development projects and activities
- Negotiate commercial arrangements/initiatives and ensure they are mutually beneficial for the CIAA and its partners to maximise revenue
- Create and issue requests for proposals (RFPs) for business opportunities when required
- Maintain effective control over departmental expenses and complete monthly updates and forecast on expenditures

- Establish and maintain strong commercial relationships with commercial stakeholder groups including airlines, concessionaires, other vendors and license holders and airport business community
- Source out new business opportunities through personal contacts, industry research and attendance at industry events
- Review and analyse monthly, quarterly and annual concession per unit performance reports per unit provided by concessionaire.
- Provide monthly, quarterly and annual commercial performance reports across all business units to the Chief Commercial Officer
- Review performance trends, highlights areas that need additional focus and implements a coherent, targeted action plan to mitigate any performance downturns
- Develop and maintain commercial operator files, including copies of leases, licenses and correspondence, insurance certificate etc
- Develop monthly and annual revenue projections for all revenue streams
- Coordinate any concessionaire employee training programmes by the CIAA
- Provide guidance and coaching to unit managers and supervisors
- Provide analysis and advice to unit managers to maintain and improve business results and work alongside them to drive the performance agenda
- Tour the Airport floor regularly, talk to colleagues and customers and identify or resolve urgent issues
- Maintain awareness of market trends in the retail industry, understand forthcoming customer initiatives and monitors what local competitors are doing
- Ensure standards for quality, customer service and health and safety are met
- Oversee the daily management of the concessions at ORIA and CKIA
- Act as main daily point of contact with commercial operators and respond to enquires on commercial specific matters
- Work alongside the operators to implement new initiatives to maximise revenue and service potential
- Work with Marketing department to implement joint airport/tenant marketing strategies to promote the concessions programme
- Conducts periodic operational audits and inspections
- Monitor concessionaire, airlines, ground handlers and other tenants' compliance with the terms of the lease agreements
- Monitor and maintain the lease files (both electronic and hard copy) and ensure they are accurate, complete and properly organised
- Ensure timely renewals of lease and licenses and continued compliance with the provisions and terms
- Ensure all tenant/partner insurance certificates on file are current and meet insurance requirements
- Work with individual tenants and Customer Service Manager to continuously improve concessions in order to ensure highest level of customer satisfaction
- Develop and monitor suitable KPIs benchmarked against other airports to measure service performance

Qualifications and Education Requirements

- Minimum of an undergraduate degree in Business Administration, Business Development or Finance related subject
- Ten (10) years' experience in business development of which at least five (5) years' experience will have been in a management role preferably within the aviation or tourism industry

Preferred Skills

- Strong knowledge of the air travel and aviation industry
- Excellent interpersonal, project management, time management, organisational, analytical report-writing, communication, prioritisation, problem-solving and leadership skills
- Proficiency in Microsoft Office Suite of programme and the ability to administer/manage website

- Experience in contract management
- Strong negotiation, presentation and influencing skills with a passion and natural ability for building relationships with new and potential clients
- A strong and demonstrated track record of delivering business development opportunities and results
- Experience of developing and implementing processes to improve standards of performance
- Experience and knowledge of working in a similar environment
- Experience working in a strategic capacity in the development of marketing and business development planning as well as experience in Brand development and product positioning
- Experience of managing KPIs, SLAs and other performance indicators
- Able to plan, prioritise and deliver to tight timescales while dealing with conflict priorities
- Able to demonstrate a consistent method of working with others and to operate with confidence and integrity

Assignment & Planning of Work

The post holder will report directly to the Chief Commercial Officer; however, she/he is expected to be able to work independently, with minimal supervision and function as an integral member of the CIAA management team. The post holder will identify and allocate to himself / herself projects and activities within the scope of the responsibilities.

Supervision of Others

N/A

Other Working Relationships

External:

- Chief Commercial Officer
- All staff

Internal:

- External Stakeholders, Business Partners, Tenants and Vendors.

Safety Responsibilities

The post holder has the following general 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 any 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;
- To identify and report any situation of potential risk or concern affecting system safety to the ORIA Airport Operations Control Centre, the CKIA Airport Manager and the ORIA ATC Manager
- 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)



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Working Conditions

Normal office environment. Flexibility and being able to work outside normal working hours may be required from time to time. Some travel may be required.

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