

GLOUCESTERSHIRE AIRPORT JOB DESCRIPTION

JOB INFORMATION

JOB TITLE

Head of Operations

WORKING HOURS

As required to perform the function of Head of Operations

POSITION IN THE ORGANISATION

REPORTS TO

Airport Managing Director

RESPONSIBLE FOR

- Day to day operation of the airport including Landside & Airside Operations, Rescue Fire Fighting Service, and compliance with National Aviation Security Programme (NASP), CAA and Department for Transport regulations.
- Take ownership of all operational activities and decisions made regarding processes and procedures and be confident in making decisions outside of those procedures where circumstances dictate. E.g. Indemnity
- Maintain close coordination with ATC and ATE to ensure continued compliance with ANSP, EASA European and CAA regulations.
- Strategic oversight of future developments within the aviation sector

To ensure that the operations team deliver an effective and efficient service

WORKS IN CONJUNCTION WITH

The Airport Board of Directors, Shareholders, other Directors and Managers

OVERALL PURPOSE OF JOB

The Head of Operations will be responsible ensuring that aerodrome procedures, practices and activities are conducted in accordance with standards and recommended practice (Aerodrome Licence, CAA and ICAO documentation) to ensure that a safe and efficient operation is maintained at Gloucestershire Airport.

Vision & Mission

To work to the vision and mission of the company, ensuring focus on the delivery within your role.

MAIN DUTIES AND RESPONSIBILITIES

- a) Determine the safe and efficient operation of the airport, ensuring that all aspects of Airport security and safety are managed and maintained in full compliance with all regulatory requirements
- b) Act as the point of contact for the CAA on regulatory matters
- c) Ensure effective communication with regulatory agency such as HMRC, Border Force, Police Special Branch and Counter Terrorism units.
- d) Update the Aerodrome Manual and Operation Manuals to ensure compliance with regulations, and that the responsibilities for each department are carried out.
- e) Ensure effective communication both internally and externally on all matters relating to the airfield operation and safety issues.
- f) Monitor the development and implementation of the safety, security and quality management systems, ensuring that all aspects are managed and maintained in full compliance will regulatory requirements.
- g) Production of reports on Safety Incidents Airside for presentation to the Airside Safety Group meetings and regulatory authorities.
- h) Liaise with Air Traffic Services regarding requirements laid down in European, National and International legislation. In planning future developments liaise closely with existing ATC and ATE staff, consider their expertise and recommendations to ensure best use of available funds and future support.
- i) Monitor maintenance of operational infrastructure and identify CAPEX requirements for safe future operation of the airport.
- j) Ensure that “best practice” operational and engineering standards, rules and procedures are agreed and implemented.
- k) Safeguarding the aerodrome and local airspace environment in relation to temporary obstructions , structures and any new developments which may impact on operations.
- l) Ensure the safe throughput of aircraft movements, through liaison with Air Traffic Control, the Rescue and Fire Fighting Service (RFFS), Ground Services – handlers, refuellers, marshallers – and other such handling /processing personnel or agents.
- m) Manage staff and resources to ensure compliance with, and maintenance of, airside safety and security standards and recommended practices in accordance with current legislation and the Airport licence as well as guidance given in any other relevant publication
- n) Manage the performance of the Operations teams to ensure delivery of the Business Plan and KPI’s
- o) Ensure that the Airport fire crew comply in a safe and efficient manner with all relevant procedures detailed in the Airport Operations Manual, Aerodrome Emergency Plan and RFFS Operational Procedures

- p) Oversee and monitor Landside Operations and ensure the delivery of a high quality service to all stakeholders.
- q) Support the Managing Director and Executive team in the delivery of the Business Plan and Strategic Vision for the Airport
- r) Maintain effective customer relationships and support other Directors and Managers in identifying and pursuing opportunities for Business Development.
- s) Assist with and ensure the delivery of the Company's Green Policy to minimise any negative economic, social and environmental impacts of activities on the environment and aviation activities.
- t) Ensure that the Managing Director and Airport Board of Directors are provided with sufficient information in a timely manner to enable them to fulfil their safety and security responsibilities and to be satisfied that the stated quality policy of the Airport is being followed. Produce a monthly Board report on operational activities relating to the aerodrome, state of runways, the local environment and airspace.
- u) Coordination, supervision and control of resources during emergency incidents and adverse weather conditions.
- v) Ensure that full consideration is given to the safety and integrity of changes in the Airport's structure and business processes.
- w) Chairing the SMS committee meetings, Airport Safety Group (ASG), and Gloucestershire Airport Consultative Committee (GACC), and other ad hoc group meetings pertaining to operational issue as required.
- x) Assist HR with recruitment for operational roles and take responsibility for the management, training, development and welfare of the Operations teams – RFFS, Landside Operations, Maintenance and Security whilst providing leadership and direction to all concerned.
- y) To perform any other duties which the Managing Director may reasonably require and which are commensurate with the appointment of Head of Operations.

PERSON SPECIFICATION

SKILLS

- Strong people management and sensitive communication skills; willingness to listen, learn from existing employees, ask questions, discuss concerns, convey information effectively and involve your teams in providing solutions going forward.
- Ability to identify and deliver solutions to complex problems, reviewing related information to develop and evaluate options
- Decision Making – considering the relative costs and benefits of potential actions and to select the most appropriate.
- Analysis – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Management of Personnel Resources by motivating, developing, and directing people as they work, identifying the best people for the job and building on individual strengths.
- Systems Analysis – determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Operations Analysis – analysing needs and product requirements.
- Finance management – budgeting, monitoring and overseeing department expenditure, and to follow financial and accounting guidelines

	<ul style="list-style-type: none"> • Organisational skills • Time Management
KNOWLEDGE	<ul style="list-style-type: none"> • Experience in airport operations, including Air Traffic Control • Be familiar with the EU and global aviation industry • Law and Government – knowledge of laws, legal codes, precedents and government regulations pertaining to the operation of airports and air traffic control • To maintain a working knowledge of non-automated systems, in order to achieve continuity of service in the event of failure of automated systems • To be fully conversant with the aerodrome and, in particular, operational procedures • Public Safety and Security – knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data and property. • Knowledge of business and management principles involved in strategic planning, resource allocation, human resources and coordination of people and resources • Knowledge of Airport Health and Safety procedures • Awareness of the environmental impact of aviation operations
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> • Willingness and ability to work unsociable hours if required • Flexible approach to meet the needs of occasional requirements to attend social and networking functions • To undertake continuous personal development to keep up to day with changes in legislation and airport regulations.
CORE COMPETENCIES	<ul style="list-style-type: none"> • Good communication – verbal and written • Team leadership with influencing and negotiation skills • Efficient time management • Planning and Organising • Problem solving and decision making skills • Adaptability/flexibility • Customer/client care • Leadership/management • Creative and analytical thinking • Strategic thinking • Drive and persistence to realise desired outcomes • Commercial awareness

Signed

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Date