

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Airport Manager – HIA	Direct Reports:	Duty Managers and other SLASPA Employees assigned to the Airport Manager’s Office
Reports to:	Senior Manager Airports (SMA)	Internal Contacts:	SLASPA Heads of Departments
Department:	Airports	External Contacts:	Airport users, concessionaires, Government Ministries and foreign officials

JOB SUMMARY:

To plan, direct/lead and coordinate all operational and commercial activities at the Hewanorra International Airport.

DUTIES AND RESPONSIBILITIES

AVIATION MANAGEMENT

- To ensure the regularity of liaison work with the Air Traffic Control section is maintained
- To ensure that regular reports on the status of operations at the Airport are provided to the DOA
- To ensure that the Duty Manager- Airport Operations provides effective supervision of the airport bird/wild life programme and ensure that continuous mitigation measures are established.
- To ensure the facilitation of inspections/audits by internal authority, local and regional/ international regulators, and ensure compliance with requirements and corrective action emanating from the inspection/audit exercise.

FACILITY MANAGEMENT

- To maintain operational oversight of the facility in terms of maintaining safety standards, regulatory compliance and adherence to SLASPA’s policies.
- To ensure the establishment and implementation of a preventative maintenance management systems in collaboration with the Engineering Department encompassing landside and airside facilities and infrastructure.
- To ensure the establishment and implementation of a system to promptly address reports of faulty equipment, reports of incidents and accidents and handling of customer complaints
- To ensure regular and periodic inspections of all airport operational areas (airside and landside) to ensure facilities, infrastructure and equipment are well maintained.
- To ensure that there is oversight and due care of the Authority’s interests, equipment and personnel at the airport.
- To identify and champion opportunities for improvement in airport operations

CUSTOMER SERVICE

- To communicate and interact regularly with Stakeholders to ensure any matters affecting operations can be resolved expeditiously.
- to ensure that quarterly Facilitation Meetings are conducted with all airport stakeholders & concessionaires and any follow up action required from same is carried out in a timely manner
- To ensure excellent customer service is maintained for both internal and external customers.
- To ensure the development of Memoranda of Understanding and protocols between the Office of the Airport Manager and agencies which operate at the airport i.e. Crash Fire Rescue, Engineering Department, the Ports Police, Airline Operators Committee, Customs & Excise, Immigration, Fuel Providers and any other entity which may be deemed necessary.

SAFETY AND SECURITY

- To ensure that all those employed at the Airport know and comply with appropriate safety and security regulations.
- To ensure the maintenance of an effective working relationship with the Ports Police and with relevant public authorities, including those that provide emergency services.
- To ensure an airport safety and the security orientation program is established, executed and maintained in relevant areas as pertinent to all airport employees, stakeholders and concessionaires.
- To ensure that airport emergency procedures, processes and inventory are current and compliant in accordance with international standards and industry best practice. To ensure the execution of the airport biennial emergency exercise, regular table top exercises and other activities.
- To ensure that all airport stakeholders are compliant with Health and safety practices, emergency protocols, international standards, and security requirements for the airport. To ensure any required documentation/material/equipment is in order and spot/ random check as necessary.
- To communicate effectively with the media and represent the Authority at forums as and when directed by the Authority through the Director of Airports.

CONCESSIONAIRE MANAGEMENT

- To maintain excellent relationships with airline personnel, concessionaires and other agencies who operate at the Airport
- To ensure the monitoring and timely maintenance of concessionaire lease agreements and report/ follow up on the same.

- Assists in the negotiation with airlines, car agencies, restaurants and concessionaires and any other airport facilities concerning leases.

FINANCIALS

- Assists in developing and implementing operational goals, aligned with industry best practice for the airport.
- To research, report and recommend new revenue streams for the airport and improvement of efficiencies/effectiveness in current revenue areas and collection. To ensure the effective implementation of the foregoing as and when directed by the SMA.
- To ensure the preparation of the Airport's annual budget and to justify same to the SMA.
- To duly sign off and approve purchase orders within established limits as and when necessary.

SUPERVISORY RESPONSIBILITY

1. Review the performance of the Duty Managers and all other direct reports who may be assigned to the Airport Manager's Office and recommend appropriate training and implement initiatives for the development of required skills and performance improvement;
2. Ensure the implement of succession plans for further development of staff under his/her supervision;
3. Recommend disciplinary action and implement appropriate corrective action when necessary;
4. Investigate all grievances by employees and settle these when possible or refer them to the next level when appropriate; and
5. Monitor the implementation of relevant union agreements;

ADMINISTRATIVE RESPONSIBILITY

- a) Ensure the establishment of policies and procedures to facilitate the overall effective and efficient functioning of the Airport and to advise and liaise with the SMA on same;
- b) Ensure the development of an annual work plan for the Airport;
- c) Ensure the preparation of the Airport's annual budget and justify same with the SMA; and
- d) Perform other related duties as may be assigned from time to time.

MINIMUM QUALIFICATIONS

- Bachelors Degree in Business Management/Public Administration /Aviation or related Field plus three (3) years experience of managing in Private Sector, Public Sector or in an Aviation related field.
- Diploma in Airport Operations is an asset

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Knowledge of operational airport Auditing techniques
- Sound knowledge of Aircraft and airline operations
- Working Knowledge of Airport Emergency and Security Regulations (ICAO)
- Working Knowledge of Airport Safety Requirements
- Excellent interpersonal and communication skills.
- Advanced knowledge of and proficiency in technological innovative tools
- Sound problem-solving skills.
- Excellent time management and organizational skills.
- Functions with a team environment.
- The ability to work prolonged hours.
- The ability to liaise with a diverse work force.
- The ability to work and adjust to flexible operations.
- Ability to respond promptly to and manage emergency and unusual occurrences.
- Ability to handle and communicate with the media.
- Ability to be flexible with work assignments.
- Ability to use one’s initiative and be proactive.
- Ability to stimulate and manage change and develop strong teams.

SIGNATURE

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee’s Name : _____

Employee’s Signature : _____

Date : _____