

Position Profile

Position:	Manager, Airport Operations - Leonard M. Thompson International Airport (LTIA)
Location:	Marsh Harbour, Abaco, The Bahamas
Term:	Initially 2 years, with the possibility of extension up to 4 years
Reporting to:	Vantage (Bahamas) Coordinator
Direct Reports:	Manager, Training and Solutions

Role Overview

The Manager, Airport Operations is one of two seconded airport specialists who works with the onsite airport team (employees of the Airport Authority of The Bahamas), to ensure the airport's operational excellence and regulatory compliance. Supported by Vantage Airport Group, the Manager, Airport Operations will provide leadership and guidance to the operations and maintenance team to ensure safe, reliable, efficient and effective operation of the airport. This role includes making expert contributions to long-term plans, setting and monitoring budgets, managing stakeholders, and motivating and developing the Operations team. Travel required.

Background

Vantage (Bahamas), a subsidiary of Vantage Airport Group, in partnership with Nassau Airport Development Company (NAD), has entered into a Technical Services Agreement (TSA) with the Airport Authority of The Bahamas to provide support in the management of Leonard M. Thompson Airport (LTIA) in Marsh Harbour. Included in the scope of this agreement are the following services.

- Airport Expertise - The provision of two seconded airport specialists to augment the permanent LTIA management team in the short term:
 - Manager, Airport Operations (Vantage-seconded) [this role]
 - Manager, Airport Solutions and Training (NAD-seconded)
- Advisory Services - The provision of technical advisory services, including on-site visits and access to Vantage functional and technical experts

Role Description

Key areas of responsibility for the Manager, Airport Operations - LTIA will include the following.

LEADERSHIP TEAM

- Engage and communicate regularly with the Airport General Manager and the Vantage and NAD Coordinators on strategic matters related to the operation of the LTIA
- Collaborate with the LTIA leadership team in setting the vision for the airport, and charting the path to success
- Develop the Annual Plan of Work and work diligently to assist the Airport General Manager to complete the work plan

AIRPORT OPERATIONS

- Manage Air Terminal Building operations and apron safely and efficiently, establishing and developing policies, processes and procedures as appropriate to ensure both compliance with regulations, and application of current best practices in airport management
- Establish, develop and manage the safety programs and operational response at LTIA, including maintaining the Airport Operations Manual (AOM), Crash Fire Rescue (CFR) services, Safety Management System (SMS), environmental protection, and runway and airfield inspections
- Day to day management of the operations team including coaching, mentoring and training

CUSTOMER SATISFACTION AND STAKEHOLDER MANAGEMENT

- Establish metrics to measure customer satisfaction, and develop plans to improve customer service levels
- In conjunction with the General Manager, coordinate and communicate closely with key stakeholders including airlines, ATC, Bahamas Customs, Bahamas Immigration, and the Royal Bahamian Police Force

SUCCESSION PLANNING

- Mentor and train appropriate local management staff to assume the duties and responsibilities of the Manager, Airport Operations before the end of the Secondment Period

Experience and Background

- Minimum 5 years of professional experience in an airport operational environment, with evidence of advancement
- Minimum 4 years of experience managing staff, with a track record of motivating and developing work teams (experience managing unionized staff an asset)
- Demonstrated leadership in successfully developing a culture of safety
- Proven ability to manage key stakeholder relationships
- Experience developing plans and budgets, consistently meeting or exceeding targets
- Understanding of ICAO regulations
- A university degree in Business, Economics, or Commercial Aviation an asset

Abilities and Qualities

- Solid leadership presence – instantly credible as an operations leader, with good influencing skills
- Patient, culturally sensitive, and intuitive; able to make judgement calls and set priorities in a new environment
- Optimistic and persistent, with a roll-up-your-sleeves approach to challenges
- Results-oriented, with a high-level of ownership and accountability for work areas
- Professional demeanor and approach; able to be a role model internally and an ambassador for the airport externally

Applicants

Please send a cover letter and résumé, noting how you heard about this opportunity, to

careers@vantageairportgroup.com