

#### JOB IDENTIFICATION

**Job Title:** Ground Handling Manager

**Department:** Airport Operations

**Written by:** Operations Department

**Title of Immediate Supervisor / Manager:** COO

**No. of Direct Reports:** 7

#### JOB PURPOSE

Serve the organization by managing the Ground Handling function to ensure all aircraft movements, terminal activity, ramp handling, loading/unloading of aircraft and cargo handling by meeting all ICAO/IATA/GCAA and other national and international regulations. Provide high level of superior service to all customers of all business units while keeping costs of the station operation to the minimum.

#### RESPONSIBILITIES AND DUTIES

- Manage the day-to-day Ground Handling operations to meet organizational performance plans and growth objectives within established budgets and timelines.
  - Manage and control departmental expenditures/finance within established budgets.
  - Implement and enhance a daily operating report process that measures effectiveness to plan for the operation.
  - Monitor measure and report on operational issues, opportunities, development plans and achievements.
  - Manage direct reporting staff; implement training to improve skills and to insure a satisfied front-line workforce.
  - Develop forward focused station planning to predict staff and equipment requirements.
  - Build a strong operation work group by identifying weaknesses and implementing processes and training to close those gaps.
  - Provide leadership and guidance by coaching, counseling and mentoring the Supervisors and front-line workforce on a day-to-day basis to directly enhance their skills.
  - Identify and implement new operating techniques that will improve productivity and reduce costs.
  - Ensure activities meet with and integrate with organizational requirements for quality, health and safety, legal, environmental and general overall objectives.
  - Identify and implement plans to reduce ground support equipment fleet expense and assist with fleet renewal requirements planning.
- Contribute to the evaluation and development of operational strategy and performance in co-operation with the company's Senior Management Team.
- Assist the Supervisors in the day to day operations.
  - Review work performance to ensure staff is meeting company requirements.
  - Ensure customer service standards are met and/or exceeded.
  - Take corrective/disciplinary actions when necessary.
  - Oversee and provide training for Supervisors and front line workforce to ensure they are in compliance with the company safety standards and procedures. Update and maintain training files as required.
  - Ensure that departmental control procedures are established and maintained.
  - Ensure all ramp vehicles and equipment is being properly maintained.
- Submit all reports/documentation as required by the senior management.
- Good knowledge of SGHA 2008/2013 and SLA's.

#### JOB RELATED COMPETENCIES & SPECIFICATIONS SECTION

- At least 10 years of extensive Ground Handling operational experience of which at least 3 years as Station-in-Charge/ managerial role leading Ground Handling function at a mid-size Airport
- Able to perform all aspects of Ground Handling including Loadmaster, handling hazardous materials, fueling,



catering, security, etc.

- Ability to organize and perform multiple assignments in a high stress environment.
- Ability to interact, communicate and maintain relationships with clients, vendors, customers in all levels of management.
- Airside Safety Awareness
- Proven ability to lead and manage the activities of a diverse and work force.
- Skilled problem solver with leadership qualities.
- Excellent communication, decision and management skills.

**Educational Profile and Experience:**

- University graduate or equivalent
- Management qualification is an advantage.
- At least ten years Ground Handling Operations experience, of which at least three years as Station-in Charge/Leading Ground Handling Operations
- Demonstrable experiences in budgetary control and Financial Management
- Must be fluent in spoken and written English with good communication skills
- People management in multicultural environment
- Management of third-party suppliers
- Proven frontline airport operational experience in a role as ground handling manager.

**Physical Demands:**

- Must be Physically Fit
- Age limit below 45 years.
- Must be able to work safely.

**HR USE**

Job Code:

Grade:

Pay Range:

Approved by:

HR :

Finance:

CEO :