

JOB IDENTIFICATION

Job Title: Chief Operating Officer

Department: Senior Management

Title of Immediate Supervisor / Manager: CEO (Accountable Manger)

JOB PURPOSE

To ensure that all operations are run in a safe, secure and efficient manner, providing the best possible level of service to all airport customers. Operational Readiness & Transition (ORAT) and Change Management will be part of the daily business as well.

AREAS

- Airside Operations
- Ground Handling
- Airport Emergency Services
- Air Navigation Services
- Terminal Management

RESPONSIBILITIES AND DUTIES

Strategic

- Contribute to the overall RKT Strategy.
- Develop, document and then achieve your Functional Strategy, Supporting Org. Structure and any other emergent strategies you are responsible for Change Management
- Create and manage an organisation capable of delivering projects and initiatives that will enable the achievement of the strategy and continuous operational improvements.

Operational

- Ensure that best practice operational standards, policies, procedures, practices and technology are deployed across all the operations.
- Define, Document, Measure, Control and Continuously Improve the Key Service Processes in your Department to agreed SLA and KPI targets.
- Ensure appropriate organisation structure and staffing levels (with required training and competency) facilities and equipment are available, to enable the delivery of airport operational services in line with regulatory guidelines in such a way that the service is recognised as a centre of excellence and best practice.

ORAT

Provide key airport operational input into the ORAT Readiness process for all new Airport Assets. Use your ORAT 'know how' to help deliver a fully operational and fit for purpose New Passenger Terminal and other new assets from opening day

Leadership

- To work as a member of the Senior Management Team, supporting the CEO and other managers - taking an active role in decision making, strategic planning and delivery of business plans.

- Provide clear leadership, direction and the appropriate support for your team then drive for results
- Represent RKT Leadership team to liaise and communicate with key Airport stakeholders where appropriate.

Customer

- Drive a customer focused culture by overseeing the customer experience strategy and monitor the airport's service quality results to enhance the airport's reputation.

Financial

- Manage and control budgets you have direct responsibility for, to the prescribed targets
- Help build greater commercial capability within the airport operations team.

Employee

- Implement actions that will target priority areas to improve your departments employee engagement
- Implement development plans and succession plans for your staff where appropriate

Stakeholder Management

- Establish, maintain and manage good relationships with appropriate level of representatives of key external stakeholders including regulatory authorities, airlines, handling agents, concession operators, consumer groups, the business community and various levels of government and local communities.

Safety

- To develop and maintain a safety culture through leadership of the Safety Management System throughout all areas of the airport.
- To act as the future accountable manager in accordance with all aerodrome certification and operational requirements.
- Ensure compliance with local and International Civil Aviation regulatory requirements including Aerodrome Manual and SMS.

Security

- Ensure Operational compliance with the Airport Security Plan.

Emergency

- To oversee the preparation, communication and testing of Airport Emergency processes including contingency procedures in conjunction with business partners and external emergency services.

Risk

- To be responsible for ensuring the comprehensive management of business risk by implementing clear systems

for identification, management, control and continuous improvement.

- Development and implementation of contingency plans in relation to business risk.

Environmental

- Promote an environmentally and safety conscious culture by ensuring environmental and safety risks are identified, assessed and treated.

Audit

- Close findings and implement recommendations from internal and external audits to ensure compliance with all aerodrome licence and regulatory requirements.

Reporting

- Provide the CEO, Senior Management Team and Executive Team with verbal, analytical and written reports as required.
- Provide external stakeholders / regulators / community groups with similar, as necessary.

JOB RELATED COMPETENCIES & SPECIFICATIONS SECTION

Key Attributes:

- Tertiary qualifications in a relevant discipline or demonstrated experience in a senior position in an airport environment.
- Proven ability to work effectively with board of directors, senior managers, clients and customers.
- The ability to turn strategy into action in a practical manner and deliver tangible results in a tight timeframe.
- Demonstrates business acumen with an ability to translate highly complex and detailed operational information into summary action-oriented plans or recommendations.

Educational Profile and Experience:

Minimum 10 years in a supervisory role within the aviation industry.

Physical Demands:

Medically / physically fit.
Colour vision.

Work Environment:

Office, vehicle, airfield, remote sites and airport buildings.