

<i>Position Description</i>	
Title:	Airport Operations Specialist
Department:	Ground Operations
Responsible to:	Head Airport Hub Operations

Overall, Purpose of Position

The position reports directly to the Head Airport Operations for the purpose of efficiently coordinating all ground handling operations in meeting customer expectations and on time service delivery.

Main Accountabilities & Responsibilities

- ❑ Responsible for the active monitoring of all Ground Handling contract provisions, Service level agreement, on time performance and support services for all Airmalta flights at the Hub Station MLA.
- ❑ Actively monitoring all processes included in Air Malta`s Service Level Agreements (SLA`s) for all Ground Handling functions.
- ❑ Achieve On-Time Performance Targets and service delivery standards within all mandatory Company Safety Procedures and KPI`s
- ❑ Ensures operational input and decision-making effecting Ground Handling Operation across all Ground Handling activities within Budget constraints.

Technical Responsibilities

Main duties and responsibilities include.

- ❑ To take effective control of all operational exigencies in a tactful manner and be able to pass sound judgement in decision taking to optimise the operation across all Ground Operations Sections and serve as a focal point of reference for guidance and troubleshooting purposes.
- ❑ Effective monitoring and troubleshooting of Ground Handling Services for all Air Malta flights acting as a liaison with the Handling Agents at MIA and all Outstations as may be required.
- ❑ Be a contact person for the Ground handler to give direction in handling all matters arising related to Passengers and all other Ground Handling functions, including but not limited to all Passenger Handling Adhoc matters, DCS matters, weight and balance matters and cargo matters.

- ❑ Conduct inspections and monitor all the ground handling activities ensuring all KPI's related to Ground Handling are being met as stipulated by the Company Management.
- ❑ To be fully conversant, and thoroughly understand the details of the service Level Agreement (SLA) in place with the respective Ground Handling Service provider. and ensure that all expectations are being implemented. To serve as a focal point of reference for the ground operations division.
- ❑ To physically inspect, monitor and assess the full ground handling operation both land and air side and ensure that the operation in all its respects is running smoothly and within the parameters of established ground times and/or arrival/departing schedules. Taking all necessary corrective and preventive action through the various assigned positions to ensure the avoidance of any disruptions and in the unlikely event of such disruption to ensure this is reduced to the minimum possible.
- ❑ To be able to provide direction and guidance in co-ordinating with all necessary resources both in terms of human resources and equipment logistics in providing a safe, punctual and reliable ground handling service taking into consideration any prevailing operational constraints and/or challenges.
- ❑ To conduct inspections, checks, monitoring, verifications, and audits on the full ground handling spectrum and as may be necessary as directed by the Company Management.
- ❑ To promote the highest possible awareness to all staff of the paramount importance of safety and punctuality in operational aspects and security procedures and instructions.
- ❑ To co-ordinate with all entities / parties concerned plans for delayed and/or disrupted flights to ensure the minimum inconvenience to passengers.
- ❑ To report all incidents, delays and complaints pertaining to the section/department and to recommend remedies. To be pro-active by mitigating such effects in good time to eliminate or reduce any possible negative consequences.
- ❑ To co-ordinate and maintain close liaison with all stakeholders involved in the provision of services and facilities for the handling of Airmalta aircrafts.
- ❑ Suggest and promote improvements to work-practices and processes and implement any such improvements that may be developed from time to time.
- ❑ To compile a detailed and accurate end of duty report giving account of the tour of operational duty. Attested to such report should be included all separate communications and reporting as may be appropriate.
- ❑ To ensure that reservations department are duly informed of the NAO situation and re-routing.
- ❑ Maintain the highest quality standards in all work carried out.
- ❑ To perform any other additional duties that may arise from time to time.

Safety Responsibilities

- Contribute to the Safety Management System by promoting safety reporting within the department.
- Ensure that any information/ issues communicated raised by the external service providers which are of a safety concern, are reported and filed through the proper channel - AQD reporting system.
- Conduct his/her work by the safest means possible.
- To comply with all company policies and procedures.
- Promote and practice Just Culture and open reporting of all incidents and occurrences that compromise the safety of our operation.
- Communicate any information that may compromise the safety and/or security of our operation through the appropriate channels.
- Make sure that ground service providers have access to Air Malta's reporting system – AQD. Responsible to ensure that Air Malta's SMS training material for external service providers is delivered and understood.
- Facilitate hazard identification as deemed necessary to participate in safety risk assessments.
- Further safety responsibilities as specified in the Safety Management System Manual shall also apply.
- Attending and participate in the Safety Action Group

Security Responsibilities

- Contributing towards Security Management System processes within the department.
- Conduct work abiding by all security requirements and regulations.
- Comply with all company policies and procedures.
- Communicate any information that may compromise the safety and/or security of our operation through the appropriate channels.
- Promoting security awareness and vigilance.

Self-improvement

- To have in-depth knowledge of Company's operational manuals, active work instructions, circulars, and procedures.
- To be kept abreast with current trend and tendencies in the airline/ground handling industry.

- ❑ To demonstrate capability to work under own initiative, clearly showing drive and enthusiasm in motivating staff and reaching targets.

Working Conditions

- ❑ Shift duties or as may be otherwise directed according to operational exigencies.

Knowledge / Skills / Qualifications

- ❑ Previous experience working within Airport Ground Operations.
- ❑ Ability to draw objective conclusions and propose recommended action for corrective measures and continued process development.
- ❑ Demonstrated capability to work under pressure, manage tasks and resources and co-ordinate matters meriting priority.
- ❑ High level of interpersonal as well as written and oral communication skills including report writing and recommendations.
- ❑ Ability and capability to work in a role as a recognised team leader.
- ❑ A very good command of English both spoken and written, good command of Maltese will be considered as an advantage.
- ❑ To be competent through formal training in all technical aspects of the operation and undergo regular recurrent training in accordance with industry standards and requirements.
- ❑ To be in possession of a valid Driving Licence.
- ❑ Meet AVSEC criteria for the granting of issue of an AVSEC pass.

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