Job Title:	Operations Officer		
Directorate:	Development & Commercial Services	**Section:**	Aviation Services
Reports to:	Operations Manager		
Grade:	Falkland Islands Government Grade - F	**Job Code:**	103FISO

Overall Purpose of the Role

To undertake administrative, technical and supervisory duties, with particular emphasis on daily aircraft scheduling and making operational decisions to ensure the smooth day to day running of the air service.

Key Role Activities

- Oversee daily telephone and email correspondence while managing flight booking requests.
- Planning and preparation of daily flight schedules taking ownership and full responsibility for this task. Flight scheduling requires a great deal of concentration and an in-depth understanding of the many critical factors that have to be taken into consideration: numbers/weights of passengers; volume/weight of freight; destinations/distances; fuel loadings; airstrip load restrictions; weather; aircraft hours; flight crew duty limitations, among others.
- Preparation of daily passenger manifest for pilots.
- Monitoring daily flight schedules and making operational decisions as necessary in the event of disruption (due to weather, breakdown, crew sickness, medical flights etc.)
- Ensure flights are conducted safely and within regulatory requirements
- Liaise with pilots/engineering/Check-in and passengers for any operational changes and amendments to flights
- Coordinate aircraft availability with engineers.
- Be proactive in always complying with the requirements of the airport's Safety Management System (SMS) and relevant operating manuals and procedures.
- Help to ensure a close working relationship is maintained between Stanley Tower/MPA and camp aerodromes of any changes.
- Undertake a variety of administrative and clerical duties as required to ensure the smooth running of the Department.
- Undertake local and overseas training related to the job roles. Any other duties that may reasonably be requested by the Operations Manager.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information
The post requires a high level of decision making, which must be accurate and consistent. There are long periods of unsupervised operation of the airport and periods of high stress when carrying out multiple tasks simultaneously. There is a significant interface with members of the public, government departments, private sector, etc., which may cause stressful situations to arise particularly associated with flight scheduling when people cannot travel when they want to because of operational restrictions, weather, etc. Such situations require to be handled in a sensitive and diplomatic manner. This is a full-time position and operated on a shift pattern basis. It may be necessary to work extra hours at times. There will also be a requirement to work on some Public Holidays and to take part in an on-call roster.
Criminal Record Checks: (This post is regarded as a sensitive post)
All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s). Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

Person Specification:	Operations Officer		
Criteria	**Essential**	**Desirable**	**Assessment Method**
Knowledge, Skills & Experience			
The ability to communicate in English (both verbally and in writing) to a level equivalent to the International Civil Aviation Organisation's (ICAO) English Language Proficiency Level 4.	✓		A/I/T
Excellent customer care skills	✓		A/I
Proficient in Microsoft Office applications and other relevant software systems.	✓		A/I
Aptitude for working accurately and methodically with numbers	✓		A/I
Ability to maintain confidentiality at all times	✓		A/I
Able to work effectively as part of a small team as well as on own initiative and be flexible to accommodate variable workloads with tight deadlines	✓		A/I
Sound judgement and decision-making skills	✓		A/I
Ability to deal with change in a positive manner		✓	A/I
Proven history of database work		✓	A/I
Ability to analyse existing systems and develop alternative procedures		✓	A/I
Personal Attributes:			
Mature attitude with the ability to work unsupervised	✓		A/I
Polite and helpful	✓		A/I
Firm and assertive when required	✓		A/I
Motivated and innovative	✓		A/I
Able to work under pressure, flexible and resilient	✓		A/I

Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		
Person Specification:	**Operations Officer**		
Criteria	**Essential**	**Desirable**	**Assessment Method**
Personal Attributes: (continued)			
Logical thinker who is willing to accept responsibility	✓		A/I
Methodical and accurate in all aspects of work especially when relaying complex data	✓		A/I
Must be able to prioritise work streams	✓		A/I
Diplomatic (Able to handle difficult and irate customers)	✓		A/I
Effective team player	✓		A/I
Working outside normal working hours and on some Public Holidays	✓		A/I
Enthusiasm for the aviation industry		✓	A/I
Qualifications & Training			
Current valid driving licence	✓		A
GCSE A-C/Grade 4 passes in Maths, English and Science subjects	✓		A/I
ECDL (European Computer Driving Licence) or equivalent IT qualification, or demonstrable proficiency in Microsoft Office applications and other relevant software systems.	✓		A/I
Previous operations experience in either airline or travel industry		✓	A/I
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment:

A - Application Form I - Selection Interview R – Reference O – Other T-Test