



2026



8. AVIATION

The Ultimate Transport & Logistics Job Description Guide for Professionals

Guidelines, Policies, and Best Practices for Success



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Aviation

Foreword

Aviation has always held a unique place in the world of transport and logistics. It is the industry that defies borders, connects continents within hours, and carries both people and goods with unparalleled speed and precision. Yet behind every aircraft that takes to the skies stands an intricate system of professionals, each fulfilling a role essential to safety, reliability, and operational excellence. From pilots, engineers, and air traffic controllers to ground handlers, dispatchers, and safety specialists, aviation represents one of the most diverse and specialized workforces in the global economy.

Despite the visibility of aircraft and airports, the careers that support aviation often remain less understood. Many jobs unfold behind secure doors, in control rooms, hangars, back-offices, and technical environments that the public rarely sees. These roles demand high levels of competence, adherence to strict regulatory frameworks, and a deep commitment to safety and operational discipline. This book aims to illuminate those professions both in their complexity and in their importance.

The aviation industry is undergoing profound transformation. Advances in digitalization, automation, sustainable fuels, fleet modernization, and operational transparency are reshaping how airlines, airports, and service providers operate. At the same time, the sector faces shifts in global demand, increased regulatory expectations, and a growing need for multidisciplinary talent. Job profiles are evolving rapidly, requiring new technical understanding, stronger data capabilities, and an awareness of how aviation integrates into global logistics and supply chain networks. In this environment, clear job definitions are essential not only for daily operations but also for workforce development, recruitment, training, and long-term talent planning.

This book contributes to that clarity. It offers structured descriptions of the core roles across airlines, airports, maintenance organizations, ground handling companies, regulators, and aviation service providers. It explains what each position entails, the competencies required, and how these roles interconnect to support the safe and efficient functioning of the aviation ecosystem. By presenting this information in a comprehensive and accessible way, the book becomes a valuable guide for students, new entrants, experienced professionals, and leaders shaping the future of aviation.

Above all, this work acknowledges the people behind the aircraft the professionals whose expertise makes flying possible. Their dedication ensures that flights depart safely, cargo moves efficiently, and global mobility remains reliable. Their work deserves to be recognized, understood, and celebrated.



May this book serve as both a reference and a source of inspiration for those who work in aviation, those who aspire to join it, and those who rely on it. For behind every flight stands a team of experts whose contributions keep the world connected.

Daniel Kohl

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Disclaimer

This publication is intended solely as a **general reference guide** for aviation job descriptions across airlines, airports, air navigation service providers, maintenance organizations, cargo operators, and related aviation entities. While every effort has been made to ensure accuracy, completeness, and alignment with recognized industry standards, **the content does not constitute legal, regulatory, operational, or safety advice.**

Aviation organizations operate under diverse regulatory frameworks, including but not limited to **ICAO, EASA, FAA, national civil aviation authorities, and local labor laws.** Readers are responsible for ensuring that any job descriptions, responsibilities, or competency requirements derived from this book are **adapted to their specific regulatory environment, organizational structure, and operational context.**

The author and publisher make **no warranties or representations** regarding the suitability of the information for any particular purpose and **assume no liability** for any actions taken based on the material contained herein. This book should not be used as a substitute for:

- Official regulatory publications
- Approved training manuals
- Company operations manuals
- Safety management documentation
- Legal or human resources counsel

All job titles, descriptions, and frameworks presented are **illustrative** and may vary significantly between organizations. Any resemblance to actual company structures, job roles, or individuals is **coincidental.**

By using this publication, the reader acknowledges and agrees that the author and publisher shall not be held responsible for any direct, indirect, incidental, or consequential damages arising from the use of the information contained within.



Flight Operations (Airline & Corporate Aviation)

- 8.1. Airline Pilot (Captain / First Officer)
- 8.2. Flight Instructor
- 8.3. Flight Operations Officer / Dispatcher
- 8.4. Flight Crew Scheduler
- 8.5. Crew Controller
- 8.6. Flight Operations Manager
- 8.7. Chief Pilot
- 8.8. Fleet Manager (Aircraft Type)
- 8.9. Flight Safety Officer
- 8.10. Flight Data Monitoring Analyst

Cabin Crew & Passenger Services

- 8.11. Cabin Crew / Flight Attendant
- 8.12. Purser / Senior Cabin Crew
- 8.13. Cabin Crew Trainer
- 8.14. In-Flight Service Manager
- 8.15. Passenger Service Agent
- 8.16. Check-In Agent
- 8.17. Gate Agent
- 8.18. Lounge Agent
- 8.19. Customer Experience Manager

Airport Operations

- 8.20. Airport Operations Agent
- 8.21. Airport Duty Manager
- 8.22. Ramp Agent / Baggage Handler
- 8.23. Ground Operations Coordinator



- 8.24. Aircraft Marshaller
- 8.25. Pushback Operator
- 8.26. Loadmaster / Load Controller
- 8.27. ULD Coordinator
- 8.28. Airport Terminal Manager
- 8.29. Apron Safety Officer
- 8.30 Airport Security Screener

Air Traffic Management

- 8.31. Air Traffic Controller (Tower / Approach / En-route)
- 8.32. ATC Assistant
- 8.33. Airspace Planner
- 8.34. Aeronautical Information Services (AIS) Officer
- 8.35. Air Traffic Flow Manager
- 8.36. ATC Supervisor
- 8.37. ATC Training Instructor

Aircraft Maintenance & Engineering (MRO)

- 8.38. Aircraft Maintenance Technician (A&P / B1 / B2)
- 8.39. Avionics Technician
- 8.40. Structures Technician
- 8.41. Maintenance Planner
- 8.42. Continuing Airworthiness Management Engineer (CAMO)
- 8.43. Aircraft Engineer (B1 Mechanical / B2 Avionics)
- 8.44. Quality Assurance Engineer
- 8.45. Reliability Engineer
- 8.46. Maintenance Control Center (MCC) Controller
- 8.47. Line Maintenance Manager



8.48. Base Maintenance Manager

8.49. Tooling & Calibration Specialist

Safety, Security & Compliance

8.50. Aviation Safety Manager

8.51. Safety Investigator

8.52. Security Manager (Aviation)

8.53. Dangerous Goods Specialist

8.54. Compliance Monitoring Manager

8.55. Quality Auditor (Aviation)

8.56. SMS (Safety Management System) Coordinator

8.57. Emergency Response Planner

Air Cargo & Logistics

8.58. Cargo Operations Agent

8.59. Cargo Handling Supervisor

8.60. Cargo Sales Manager

8.61. Cargo Revenue Manager

8.62. Freight Operations Coordinator

8.63. Dangerous Goods Cargo Specialist

8.64. Perishable Cargo Specialist

8.65. Live Animal Cargo Specialist

8.66. Cargo Claims Specialist

8.67. Air Freight Forwarder

8.68. AOG Logistics Specialist

Airline Commercial & Corporate Roles

8.69. Revenue Management Analyst

8.70. Network Planner



- 8.71. Scheduling Analyst
- 8.72. Route Development Manager
- 8.73. Airline Marketing Manager
- 8.74. Sales Manager (Airline)
- 8.75. Key Account Manager
- 8.76. Customer Relations Specialist
- 8.77. Loyalty Program Manager
- 8.78. Corporate Communications Officer

Airport Management & Administration

- 8.79. Airport Director
- 8.80. Airport Finance Manager
- 8.81. Airport HR Manager
- 8.82. Concessions Manager
- 8.83. Facilities Manager
- 8.84. Environmental Compliance Officer
- 8.85. Noise Abatement Specialist
- 8.86. Airport Planning Engineer

Air Navigation & Regulatory Authorities

- 8.87. Civil Aviation Authority Inspector
- 8.88. Airworthiness Inspector
- 8.89. Flight Operations Inspector
- 8.90. Aviation Medical Examiner
- 8.91. Regulatory Compliance Officer
- 8.92. Aerodrome Inspector
- 8.93. Aviation Policy Analyst



Aviation Technology & Digital Systems

- 8.94. Aviation Systems Engineer
- 8.95. Flight Planning Software Specialist
- 8.96. Airline IT Support Engineer
- 8.97. Avionics Software Developer
- 8.98. Data Analyst (Aviation)
- 8.99. Digital Transformation Manager (Airline/Airport)
- 8.100. Cybersecurity Specialist (Aviation)
- 8.101. Airport Systems Administrator (AODB, RMS, FIDS)

Training & Education

- 8.102. Aviation Instructor (Ground School)
- 8.103. Simulator Instructor
- 8.104. Type Rating Examiner
- 8.105. Cabin Crew Trainer
- 8.106. Maintenance Training Instructor
- 8.107. ATC Training Specialist
- 8.108. Aviation Academy Program Manager

Executive & Leadership Roles

- 8.109. Chief Executive Officer (Airline / Airport)
- 8.110. Chief Operating Officer
- 8.111. Chief Commercial Officer
- 8.112. Chief Safety Officer
- 8.113. Director of Flight Operations
- 8.114. Director of Maintenance & Engineering
- 8.115. Director of Ground Operations
- 8.116. Director of Cargo



8.117. Director of Airport Operations



8.1 — Airline Pilot (Captain / First Officer)

Department: Flight Operations

Reports To: Chief Pilot / Fleet Manager

Role Purpose

Operates aircraft safely and efficiently in accordance with aviation regulations, airline SOPs, and operational requirements, ensuring passenger and cargo safety.

Key Responsibilities

- Conduct pre-flight planning, weather review, and aircraft inspections.
- Operate aircraft in compliance with SOPs, ATC instructions, and regulations.
- Manage flight deck workload, CRM, and decision-making.
- Monitor aircraft systems, fuel, and performance.
- Communicate with ATC, dispatch, and cabin crew.
- Handle abnormal and emergency procedures.
- Complete post-flight documentation and reports.

KPIs

- Flight safety and compliance
- On-time performance
- Fuel efficiency
- CRM effectiveness

Skills & Competencies

- Advanced flying skills
- Situational awareness
- Decision-making under pressure
- CRM and teamwork

Qualifications & Experience

- ATPL or CPL with ATPL theory
- Type rating on fleet aircraft
- Minimum flight hours per airline standards

Licenses



- EASA/FAA/ICAO ATPL
- Class 1 Medical



✈ 8.2 — Flight Instructor (FI / TRI / SFI)

Department: Flight Training / Approved Training Organisation (ATO)

Reports To: Chief Flight Instructor (CFI) / Head of Training (HT)

Job Level: Operational / Instructional

Work Location: Flight School, Simulator Centre, or Airline Training Facility

Role Purpose

The Flight Instructor is responsible for delivering high-quality flight training in accordance with approved training syllabi, regulatory requirements, and organizational standards. The role ensures that student pilots develop the knowledge, skills, and attitudes required for safe and competent flight operations.

Depending on qualifications (FI, TRI, SFI), the instructor may conduct training in aircraft, full-flight simulators, or flight training devices.

Key Responsibilities

1. Training Delivery

- Conduct flight instruction for ab-initio, CPL, IR, ME, and advanced students.
- Deliver simulator-based training (TRI/SFI) for type ratings, recurrent training, and proficiency checks.
- Teach normal, abnormal, and emergency procedures in accordance with SOPs.
- Provide instruction in CRM, TEM, and decision-making.
- Conduct pre-flight briefings and post-flight debriefings.

2. Student Assessment & Competency Evaluation

- Evaluate student performance using CBTA (Competency-Based Training & Assessment) principles.
- Complete training records, progress reports, and grading documentation.
- Identify student weaknesses and provide targeted remedial training.
- Recommend students for skill tests, progress checks, or additional training.

3. Safety & Compliance

- Ensure all training is conducted in compliance with ICAO, EASA Part-FCL, FAA Part 61/141, or relevant national regulations.
- Maintain high standards of flight safety and risk management.
- Report safety concerns, hazards, or training incidents through the SMS.
- Ensure aircraft and simulator training is conducted within operational limitations.



4. Training Material & Syllabus Management

- Assist in developing and updating training syllabi, lesson plans, and instructional materials.
- Ensure training content reflects current regulations, aircraft systems, and operational best practices.
- Participate in instructor standardization meetings and calibration sessions.

5. Professional Development & Standardization

- Maintain instructor qualifications, currency, and regulatory endorsements.
- Participate in recurrent instructor training, safety workshops, and standardization checks.
- Stay updated on regulatory changes, industry trends, and instructional techniques.

Key Performance Indicators (KPIs)

- Student pass rate and training progression
- Compliance with training standards and regulatory requirements
- Quality of instructional delivery (evaluations, audits, student feedback)
- Safety performance and adherence to SMS processes
- Timeliness and accuracy of training documentation

Skills & Competencies

Technical Competencies

- Strong knowledge of aircraft systems, performance, and flight operations
- Proficiency in teaching IFR/VFR procedures
- Understanding of CRM, TEM, and human factors
- Ability to conduct scenario-based and CBTA-aligned training

Behavioral Competencies

- Clear communication and instructional clarity
- Patience, coaching ability, and student-focused mindset
- High situational awareness and risk management
- Professionalism, discipline, and adherence to SOPs

Qualifications & Experience



Minimum Requirements

- Valid CPL or ATPL (frozen or full)
- Valid Flight Instructor Rating (FI) or Type Rating Instructor (TRI) or Synthetic Flight Instructor (SFI)
- Valid Class 1 or Class 2 Medical (depending on regulatory requirements)
- Minimum flight hours as required by the authority or organization

Preferred Experience

- Previous instructional experience in an ATO or airline
- Experience with CBTA, UPRT, MCC, or advanced training modules
- Experience on multi-engine or turbine aircraft
- Experience with full-flight simulators (for TRI/SFI roles)

Licenses & Regulatory Requirements

- EASA FI/TRI/SFI or FAA CFI/CFII/MEI or equivalent ICAO instructor rating
- Compliance with national aviation authority requirements
- Instructor currency and revalidation as per regulatory standards

Tools, Systems & Equipment

- Flight training aircraft (single-engine, multi-engine)
- Full-flight simulators (FFS), FTDs, FNPT II
- Electronic flight bags (EFBs) and training management systems
- Aircraft performance and planning software
- CBT platforms and learning management systems

Working Conditions

- Exposure to variable weather conditions during flight training
- Irregular working hours, including weekends and evenings
- High responsibility for student safety and training outcomes
- Simulator-based training in controlled environments

Role Impact

The Flight Instructor plays a critical role in shaping the next generation of pilots. Their performance directly influences flight safety, training quality, and the reputation of the



training organization. This role requires professionalism, discipline, and a deep commitment to aviation excellence.

✈ 8.3 — Flight Operations Officer / Dispatcher

Department: Operations Control Center (OCC) / Flight Dispatch

Reports To: Flight Operations Manager / Chief Dispatcher

Job Level: Operational / Safety-Critical

Work Location: Airline OCC / Dispatch Center

Role Purpose

The Flight Operations Officer (FOO) / Dispatcher is responsible for planning, monitoring, and supporting flight operations to ensure safety, regulatory compliance, and operational efficiency.

Working in partnership with the Pilot-in-Command, the FOO provides pre-flight planning, in-flight monitoring, and post-flight analysis in accordance with ICAO, national regulations, and company procedures.

This role is **operationally critical**, forming part of the airline's safety chain and decision-making structure.

Key Responsibilities

1. Flight Planning & Pre-Flight Preparation

- Prepare and release flight plans using approved systems (Lido, Jeppesen, Skybook, PPS).
- Calculate fuel requirements, alternate airports, MEL/CDL impacts, payload limits, and performance data.
- Analyze weather (METAR, TAF, SIGMET), NOTAMs, airspace restrictions, and route availability.
- Ensure compliance with ETOPS, RVSM, PBN, and other operational approvals.
- Coordinate with load control, maintenance, crew scheduling, and airport operations.
- Prepare operational flight plans (OFP), briefing packages, and dispatch releases.

2. Operational Control & Flight Monitoring

- Monitor flights from departure to arrival, ensuring safety and efficiency.
- Track aircraft progress, weather changes, ATC restrictions, and operational threats.



- Communicate with flight crew regarding route deviations, weather avoidance, and operational updates.
- Support the flight crew during abnormal or emergency situations.
- Recommend diversions, re-routes, or fuel adjustments when required.
- Maintain real-time situational awareness of the airline's network.

3. Decision-Making & Joint Responsibility

- Exercise shared operational control with the Pilot-in-Command (where required by regulation).
- Delay, cancel, or divert flights when safety or regulatory conditions require.
- Ensure all decisions prioritize safety, regulatory compliance, and operational integrity.

4. Post-Flight & Documentation

- Review flight performance, fuel usage, and operational irregularities.
- Complete post-flight reports and update operational databases.
- Support investigations of operational events, delays, and safety reports.

5. Safety, Compliance & Continuous Improvement

- Ensure all dispatch activities comply with ICAO Annex 6, national regulations, and company manuals.
- Participate in SMS reporting, risk assessments, and safety investigations.
- Support audits (IOSA, regulatory, internal).
- Contribute to SOP improvements, training updates, and operational enhancements.

Key Performance Indicators (KPIs)

- Flight plan accuracy and regulatory compliance
- Operational efficiency (fuel burn, delays, route optimization)
- Dispatch reliability and decision-making quality
- Safety reporting and SMS participation
- Crew satisfaction and communication effectiveness

Skills & Competencies

Technical Competencies



- Strong knowledge of meteorology, navigation, aircraft performance, and flight planning
- Proficiency with dispatch systems and OCC tools
- Understanding of airspace structures, ATC procedures, and global routing
- Knowledge of MEL/CDL, ETOPS, RVSM, and operational approvals
- Ability to interpret complex operational data under time pressure

Behavioral Competencies

- High situational awareness
- Clear and concise communication
- Calm decision-making under pressure
- Teamwork and cross-department coordination
- Analytical thinking and problem-solving

Qualifications & Experience

Minimum Requirements

- ICAO-recognized Flight Dispatcher / Flight Operations Officer license or certificate
- Completion of an approved dispatcher training program
- Strong English proficiency (ICAO Level 4+ recommended)
- Ability to work shifts, including nights and holidays

Preferred Experience

- 1–3 years airline OCC or dispatch experience
- Experience with major flight planning systems
- Background in aviation operations, meteorology, or air traffic services

Licenses & Regulatory Requirements

- ICAO Flight Operations Officer / Dispatcher License (or national equivalent)
- Recurrent training and competency checks as required by the authority
- Dangerous Goods (DG) Category 10 training
- SMS and human factors training

Tools, Systems & Equipment

- Flight planning systems (Lido, Jeppesen, PPS, Skybook)



- OCC monitoring tools (flight tracking, weather systems, NOTAM databases)
- ACARS/CPDLC communication systems
- AODB, crew management systems, and load control tools
- EFB and digital briefing platforms

Working Conditions

- 24/7 shift-based environment
- High-pressure operational decision-making
- Continuous monitoring of multiple flights simultaneously
- Coordination with pilots, ATC, maintenance, and airport teams

Role Impact

The Flight Operations Officer / Dispatcher is a cornerstone of safe and efficient airline operations. Their decisions directly influence flight safety, fuel efficiency, operational reliability, and the overall performance of the airline's network.



8.4 — Flight Crew Scheduler

Department: Crew Scheduling / Operations Control Center (OCC)

Reports To: Crew Scheduling Supervisor / Crew Planning Manager

Job Level: Operational / Administrative

Work Location: Airline Headquarters / OCC

Role Purpose

The Flight Crew Scheduler is responsible for creating, maintaining, and adjusting flight crew rosters to ensure legal, safe, and efficient crew coverage for all scheduled and unscheduled flights.

This role ensures compliance with **Flight Time Limitations (FTL)**, labor agreements, regulatory requirements, and operational needs while supporting real-time operations within the OCC.

The scheduler plays a critical role in maintaining operational continuity, minimizing disruptions, and ensuring that every flight departs with a fully qualified and compliant crew.

Key Responsibilities

1. Crew Scheduling & Rostering

- Build and publish monthly and weekly crew rosters for pilots and cabin crew.
- Assign crew to flights based on qualifications, seniority, aircraft type, and regulatory requirements.
- Ensure compliance with FTL, rest requirements, and duty time limitations (EASA, FAA, or national rules).
- Manage standby and reserve crew assignments.
- Coordinate training, medical checks, and recurrent qualification scheduling.

2. Day-of-Operations Support

- Monitor crew availability in real time and adjust rosters to support operational changes.
- Resolve crew shortages due to sickness, delays, disruptions, or last-minute operational needs.
- Coordinate with OCC, dispatch, flight operations, and crew control.
- Communicate roster changes to crew members promptly and accurately.
- Support IROPS recovery by reallocating crew efficiently.



3. Compliance & Documentation

- Ensure all crew assignments meet regulatory, contractual, and safety requirements.
- Maintain accurate crew records, duty logs, and qualification data.
- Track crew currency, licenses, medical validity, and training expiries.
- Prepare reports for audits, safety reviews, and regulatory inspections.

4. Communication & Coordination

- Serve as the primary point of contact for crew regarding schedules, changes, and duty queries.
- Coordinate with training, HR, and payroll on crew-related matters.
- Liaise with union representatives when required (if applicable).
- Provide timely updates to OCC and management on crew-related operational risks.

5. Continuous Improvement

- Identify opportunities to improve scheduling efficiency and reduce operational disruptions.
- Support implementation of new scheduling tools, automation, and optimization systems.
- Participate in safety reporting, SMS processes, and operational reviews.

Key Performance Indicators (KPIs)

- Crew coverage rate (flights staffed without disruption)
- Compliance with FTL and regulatory requirements
- Roster stability and number of last-minute changes
- Crew satisfaction and communication quality
- Efficiency in IROPS recovery
- Accuracy of records and documentation

Skills & Competencies

Technical Competencies

- Strong understanding of FTL regulations (EASA/FAA/ICAO)
- Knowledge of crew qualifications, training cycles, and operational requirements



- Proficiency with crew management systems (AIMS, Jeppesen Crew, Sabre CrewTrac, etc.)
- Ability to interpret operational data and anticipate crew-related risks

Behavioral Competencies

- Excellent communication and interpersonal skills
- High attention to detail and accuracy
- Ability to work under pressure in a fast-paced environment
- Problem-solving and decision-making
- Teamwork and cross-department collaboration
- Flexibility and adaptability

Qualifications & Experience

Minimum Requirements

- High school diploma or equivalent
- Strong computer literacy and administrative skills
- Ability to work rotating shifts, including nights, weekends, and holidays

Preferred Experience

- 1–3 years crew scheduling or airline operations experience
- Familiarity with OCC environments
- Experience with crew management or rostering software
- Understanding of aviation regulations and operational processes

Tools, Systems & Equipment

- Crew management systems (AIMS, Jeppesen, Sabre, Merlot, etc.)
- OCC communication tools (ACARS, internal messaging, crew apps)
- Flight planning and operational monitoring systems
- HR and training management databases

Working Conditions

- 24/7 shift-based environment
- High-pressure decision-making
- Frequent coordination with multiple operational departments



- Responsibility for ensuring legal and safe crew assignments

Role Impact

The Flight Crew Scheduler directly influences **operational reliability, crew satisfaction, regulatory compliance, and flight safety.**

Their work ensures that every flight departs with a fully qualified, well-rested, and legally compliant crew making this role essential to the airline's daily operations.



8.5 — Crew Controller

Department: Operations Control Center (OCC) / Crew Control

Reports To: Crew Control Supervisor / Manager Crew Operations

Job Level: Operational / Safety-Critical

Work Location: Airline Headquarters / OCC

Role Purpose

The Crew Controller is responsible for the **real-time management of flight and cabin crew** during day-of-operations.

This role ensures that every flight departs with a **legally compliant, qualified, and well-rested crew**, in accordance with:

- Flight Time Limitations (FTL)
- Fatigue Risk Management Systems (FRMS)
- Labor agreements and company policies
- Regulatory requirements (EASA, FAA, ICAO, or national authority)

Crew Controllers work at the heart of the OCC, supporting operational continuity, minimizing disruptions, and maintaining safety and compliance across the network.

Key Responsibilities

1. Real-Time Crew Management

- Monitor crew rosters and duty assignments during live operations.
- Ensure all flights are staffed with qualified and compliant crew.
- Manage last-minute changes due to sickness, delays, misconnects, or operational disruptions.
- Activate standby and reserve crew as required.
- Reassign crew to maintain network integrity and minimize delays.

2. Compliance & Safety

- Ensure all crew duties comply with FTL, rest requirements, and fatigue management rules.
- Verify crew qualifications, licenses, medical validity, and training currency.
- Prevent illegal or unsafe crew pairings or duty extensions.
- Escalate fatigue-related concerns and safety risks to management.

3. Operational Coordination



- Work closely with:
 - Flight Dispatch / Flight Operations
 - Crew Scheduling
 - Airport Stations
 - Maintenance Control
 - HR and Training
- Communicate roster changes to crew promptly and professionally.
- Support IROPS recovery by reallocating crew efficiently.

4. Documentation & Reporting

- Maintain accurate duty logs, crew changes, and operational records.
- Update crew management systems in real time.
- Prepare reports on disruptions, fatigue events, and crew shortages.
- Support audits, safety investigations, and compliance reviews.

5. Continuous Improvement

- Identify inefficiencies in crew utilization and propose improvements.
- Participate in OCC briefings, safety meetings, and training.
- Support implementation of new systems, automation tools, and workflow enhancements.

Key Performance Indicators (KPIs)

- Flight coverage rate (flights departing with full crew)
- Compliance with FTL and regulatory requirements
- Number of last-minute crew disruptions
- IROPS recovery efficiency
- Accuracy of crew records and system updates
- Crew satisfaction and communication quality

Skills & Competencies

Technical Competencies

- Strong understanding of FTL/FRMS regulations
- Knowledge of crew qualifications, training cycles, and operational requirements



- Proficiency with crew management systems (AIMS, Jeppesen, Sabre, Merlot, etc.)
- Ability to interpret operational data and anticipate crew-related risks
- Understanding of OCC workflows and airline operations

Behavioral Competencies

- High situational awareness
- Calm, decisive problem-solving under pressure
- Clear and professional communication
- Strong organizational and multitasking skills
- Teamwork and cross-department collaboration
- Adaptability in a dynamic operational environment

Qualifications & Experience

Minimum Requirements

- High school diploma or equivalent
- Strong computer literacy and administrative skills
- Ability to work rotating shifts (24/7 operation)

Preferred Experience

- 1–3 years experience in crew control, crew scheduling, or OCC operations
- Familiarity with aviation regulations and operational processes
- Experience with crew management or rostering software
- Background in airline operations, dispatch, or airport operations

Tools, Systems & Equipment

- Crew management systems (AIMS, Jeppesen, Sabre, Merlot, etc.)
- OCC communication tools (internal messaging, crew apps, ACARS coordination)
- Flight tracking and operational monitoring systems
- HR and training databases
- Fatigue risk management tools

Working Conditions

- Fast-paced, high-pressure operational environment
- 24/7 shift work including nights, weekends, and holidays



- Continuous coordination with multiple operational departments
- Responsibility for ensuring legal and safe crew assignments

Role Impact

The Crew Controller plays a **critical role in operational reliability and flight safety**.

Their decisions directly influence:

- On-time performance
- Crew wellbeing and fatigue management
- Regulatory compliance
- Passenger experience
- Network stability during disruptions

This role is essential to keeping the airline's daily operation running smoothly and safely.



8.6 — Flight Operations Manager

Department: Flight Operations

Reports To: Director of Flight Operations / COO

Job Level: Senior Operational Leadership

Work Location: Airline Headquarters / Operations Control Center (OCC)

Role Purpose

The Flight Operations Manager provides leadership, oversight, and operational control for all flight operations activities.

This role ensures that flight operations are conducted **safely, efficiently, and in full compliance** with ICAO Annex 6, national aviation regulations, company manuals, and operational standards.

The Flight Operations Manager acts as a key operational authority, supporting the Director of Flight Operations and ensuring seamless coordination between pilots, dispatch, OCC, crew control, training, and regulatory bodies.

Key Responsibilities

1. Operational Leadership & Oversight

- Oversee day-to-day flight operations across the airline's network.
- Ensure all flights are conducted safely, legally, and efficiently.
- Provide operational decision-making support during disruptions, weather events, and emergencies.
- Maintain close coordination with OCC, dispatch, crew control, maintenance, and airport operations.
- Monitor operational performance, OTP, and flight safety indicators.

2. Regulatory Compliance & Documentation

- Ensure compliance with ICAO, EASA/FAA, and national aviation authority requirements.
- Maintain and update operational manuals (OM-A/B/C/D) in coordination with the Director of Flight Operations.
- Support regulatory audits, IOSA audits, and internal compliance reviews.
- Ensure adherence to MEL, CDL, ETOPS, RVSM, PBN, and other operational approvals.

3. Safety & SMS Integration



- Promote a strong safety culture within flight operations.
- Participate in safety investigations, risk assessments, and hazard reporting.
- Review FDM/FOQA data and support corrective actions.
- Ensure operational procedures align with SMS requirements and safety performance targets.

4. Crew Management & Support

- Coordinate with Crew Scheduling and Crew Control to ensure adequate crew coverage.
- Support pilot performance management, welfare, and operational concerns.
- Ensure crew compliance with FTL/FRMS and training requirements.
- Participate in pilot recruitment, onboarding, and operational briefings.

5. Operational Planning & Continuous Improvement

- Analyze operational data to identify inefficiencies and propose improvements.
- Support seasonal planning, fleet deployment, and operational readiness.
- Lead initiatives to improve OTP, fuel efficiency, and operational resilience.
- Implement new technologies, automation tools, and digital solutions.

6. Crisis & Disruption Management

- Act as an operational leader during IROPS, emergencies, and irregular events.
- Coordinate with emergency response teams and follow ERP procedures.
- Provide operational direction during diversions, technical events, and major disruptions.

Key Performance Indicators (KPIs)

- On-time performance (OTP)
- Operational safety indicators (SPIs)
- Compliance audit results
- Dispatch reliability
- Crew utilization efficiency
- Quality of operational decision-making
- Fuel efficiency and operational cost control

Skills & Competencies



Technical Competencies

- Deep understanding of flight operations, dispatch, and OCC workflows
- Strong knowledge of aviation regulations and operational approvals
- Ability to interpret operational data, weather, and performance information
- Familiarity with flight planning systems, OCC tools, and EFB platforms
- Understanding of FTL/FRMS, MEL/CDL, and aircraft performance

Leadership & Behavioral Competencies

- Strong leadership and team-management skills
- Calm, decisive decision-making under pressure
- Excellent communication and coordination abilities
- High situational awareness and problem-solving capability
- Commitment to safety, compliance, and operational excellence

Qualifications & Experience

Minimum Requirements

- Commercial Pilot License (CPL) or Airline Transport Pilot License (ATPL) preferred
- OR significant operational experience in dispatch, OCC, or flight operations
- Strong knowledge of ICAO Annex 6 and national regulations
- Experience in airline operations or OCC environments

Preferred Experience

- 7–12 years in flight operations, dispatch, or OCC leadership
- Experience in operational management or supervisory roles
- Exposure to safety management, compliance, and regulatory audits
- Experience with multi-fleet or multi-base operations

Tools, Systems & Equipment

- Flight planning systems (Lido, Jeppesen, PPS, Skybook)
- OCC platforms (flight tracking, weather, NOTAM systems)
- Crew management systems (AIMS, Jeppesen, Sabre)
- EFB and digital briefing systems
- Safety and compliance management tools (SMS, FDM/FOQA platforms)



Working Conditions

- High-pressure operational environment
- On-call responsibilities for major disruptions
- Occasional travel to stations, training centers, and regulatory meetings
- Coordination with multiple departments and external stakeholders

Role Impact

The Flight Operations Manager plays a **central role in the airline's operational safety, reliability, and efficiency.**

Their leadership directly influences:

- Flight safety
- Operational performance
- Crew effectiveness
- Regulatory compliance
- Customer experience
- Overall network stability

This is a mission-critical leadership role within the airline's operational structure.



8.7 — Chief Pilot

Department: Flight Operations

Reports To: Director of Flight Operations / COO

Job Level: Senior Operational Leadership (Regulatory Postholder in many jurisdictions)

Work Location: Airline Headquarters / Flight Operations Base

Role Purpose

The Chief Pilot provides leadership, oversight, and operational direction for all flight crew within the airline.

As a regulatory postholder (where applicable), the Chief Pilot ensures that flight operations are conducted **safely, efficiently, and in full compliance** with ICAO Annex 6, national aviation regulations, and company operational standards.

The Chief Pilot is responsible for pilot performance, discipline, training coordination, operational standards, and the professional development of the airline's flight crew. This role is central to maintaining a strong safety culture and operational excellence.

Key Responsibilities

1. Leadership & Management of Flight Crew

- Provide leadership, guidance, and support to all pilots across the fleet.
- Oversee pilot performance, conduct, and professional development.
- Manage pilot recruitment, selection, and promotion processes.
- Ensure consistent application of company policies, SOPs, and operational standards.
- Serve as the primary liaison between pilots and senior management.

2. Regulatory Compliance & Operational Standards

- Ensure compliance with ICAO, EASA/FAA, and national aviation authority requirements.
- Maintain and update operational manuals (OM-A/B/C/D) in coordination with the Director of Flight Operations.
- Ensure adherence to MEL/CDL, ETOPS, RVSM, PBN, and other operational approvals.
- Support regulatory audits, IOSA audits, and internal compliance reviews.

3. Safety Management & Flight Standards



- Promote a strong safety culture and ensure pilot engagement with the SMS.
- Participate in safety investigations, risk assessments, and hazard reviews.
- Review FDM/FOQA data and implement corrective actions where needed.
- Ensure standardization of flight operations across all fleets and bases.
- Lead initiatives to improve operational safety and reduce risk.

4. Training Oversight & Competency Management

- Coordinate with the Head of Training, TRI/SFIs, and training departments.
- Ensure pilots meet all training, checking, and currency requirements.
- Oversee type rating programs, recurrent training, and proficiency checks.
- Support instructor and examiner standardization.

5. Operational Decision-Making & Support

- Provide operational guidance during disruptions, emergencies, and abnormal events.
- Support OCC and dispatch with pilot-related operational decisions.
- Participate in IROPS management and emergency response activities.
- Ensure pilots receive timely operational updates, bulletins, and briefings.

6. Crew Welfare & Communication

- Address pilot concerns, fatigue issues, and welfare matters.
- Maintain transparent communication channels with flight crew.
- Support FRMS implementation and fatigued-related decision-making.
- Represent pilot interests in management discussions and policy development.

Key Performance Indicators (KPIs)

- Pilot performance and competency metrics
- Safety performance indicators (SPIs)
- Compliance audit results
- Training completion and currency rates
- Operational reliability (OTP, dispatch reliability)
- Pilot engagement and communication effectiveness

Skills & Competencies



Technical Competencies

- Deep knowledge of flight operations, aircraft systems, and operational regulations
- Strong understanding of SMS, FDM/FOQA, and operational risk management
- Ability to interpret operational data, safety reports, and performance trends
- Familiarity with OCC workflows, flight planning, and operational approvals

Leadership & Behavioral Competencies

- Strong leadership presence and credibility among pilots
- Excellent communication and interpersonal skills
- Calm, decisive judgment under pressure
- High integrity, professionalism, and commitment to safety
- Ability to manage conflict, performance issues, and complex personnel matters

Qualifications & Experience

Minimum Requirements

- Airline Transport Pilot License (ATPL)
- Current or recent line-flying experience on company aircraft type(s)
- Strong operational background with proven leadership capability

Preferred Experience

- TRI/TRE or SFI/SFE qualification
- 10–15 years airline flight operations experience
- Previous supervisory or management experience (Fleet Manager, Base Captain, etc.)
- Experience with safety management, compliance, or training oversight

Licenses & Regulatory Requirements

- ATPL with valid type rating(s)
- Medical Class 1 (if flying duties are required)
- Regulatory approval as **NP Flight Operations / Chief Pilot** (where applicable)
- Compliance with national aviation authority postholder requirements

Tools, Systems & Equipment

- Flight planning and OCC systems



- EFB and digital briefing platforms
- Safety and compliance management systems (SMS, FDM/FOQA)
- Training management systems
- Crew management and rostering tools

Working Conditions

- High-responsibility leadership role
- Occasional flying duties (depending on company policy)
- On-call availability for major operational events
- Frequent interaction with regulators, unions, and senior management
- Travel to bases, training centers, and operational stations

Role Impact

The Chief Pilot is one of the most influential operational leaders in the airline. Their decisions directly affect:

- Flight safety
- Pilot performance and morale
- Operational reliability
- Regulatory compliance
- Organizational culture

This role is essential to maintaining the highest standards of professionalism and safety within the flight operations department.



8.8 — Fleet Manager (Aircraft Type)

Department: Flight Operations – Fleet Management

Reports To: Chief Pilot / Director of Flight Operations

Job Level: Senior Operational Leadership (Type-Specific)

Work Location: Airline Headquarters / Flight Operations Base

Role Purpose

The Fleet Manager is responsible for the operational performance, standardization, and technical oversight of a specific aircraft type within the airline's fleet.

This role ensures that all pilots operating the assigned aircraft type meet the highest standards of **safety, competency, and procedural compliance**, while supporting the airline's operational, training, and regulatory requirements.

The Fleet Manager acts as the **subject-matter expert** for the aircraft type, bridging flight operations, training, engineering, safety, and regulatory bodies.

Key Responsibilities

1. Operational Oversight & Standardization

- Ensure consistent application of SOPs across all pilots operating the aircraft type.
- Maintain and update type-specific sections of OM-B and related operational documents.
- Monitor operational performance, fuel efficiency, and fleet-specific safety trends.
- Conduct line checks, simulator sessions, and operational assessments (if qualified).
- Provide guidance to pilots on aircraft-specific operational issues.

2. Safety & Compliance

- Support the Safety Management System (SMS) by reviewing safety reports, FDM/FOQA data, and incident trends.
- Implement corrective actions and safety enhancements for the aircraft type.
- Ensure compliance with ICAO, EASA/FAA, and national aviation authority requirements.
- Participate in safety investigations and operational risk assessments.

3. Training & Competency Management

- Coordinate with the Head of Training, TRI/TRE teams, and training departments.



- Develop and maintain type-specific training programs, briefings, and bulletins.
- Support type rating courses, recurrent training, and proficiency checks.
- Ensure pilot currency, qualification, and performance standards are met.
- Conduct instructor standardization for TRI/SFIs assigned to the fleet.

4. Technical & Engineering Coordination

- Liaise with Engineering, CAMO, and Maintenance Control on aircraft performance, reliability, and technical issues.
- Review MEL/CDL items and their operational impact.
- Provide operational input for modifications, service bulletins, and engineering changes.
- Support aircraft acceptance, entry-into-service, and fleet transition programs.

5. Operational Decision-Making & Support

- Provide expert advice during abnormal operations, diversions, and technical events.
- Support OCC and dispatch with aircraft-type-specific operational decisions.
- Participate in IROPS management and emergency response activities.
- Issue operational bulletins, memos, and updates to flight crew.

6. Continuous Improvement & Fleet Performance

- Analyze operational data to identify inefficiencies and improvement opportunities.
- Lead initiatives to improve fuel efficiency, reliability, and operational resilience.
- Benchmark fleet performance against industry standards and best practices.
- Support digital transformation and EFB enhancements for the aircraft type.

Key Performance Indicators (KPIs)

- Fleet safety performance (SPIs)
- Standardization and compliance audit results
- Pilot performance and training outcomes
- Fuel efficiency and operational cost metrics
- Dispatch reliability and technical performance
- Quality and timeliness of operational communications



Skills & Competencies

Technical Competencies

- Deep knowledge of aircraft systems, performance, and operational characteristics
- Strong understanding of OM-A/B/C/D and regulatory frameworks
- Familiarity with FDM/FOQA, SMS, and operational risk management
- Ability to interpret technical data, safety reports, and engineering documentation
- Proficiency with EFB systems, flight planning tools, and OCC workflows

Leadership & Behavioral Competencies

- Strong leadership and credibility among pilots
- Excellent communication and instructional skills
- Analytical thinking and problem-solving
- Calm, decisive judgment under pressure
- High integrity, professionalism, and safety mindset

Qualifications & Experience

Minimum Requirements

- Airline Transport Pilot License (ATPL)
- Current type rating on the assigned aircraft type
- Strong operational background with proven leadership capability

Preferred Experience

- TRI/TRE or SFI/SFE qualification
- 7–12 years airline flight operations experience
- Previous experience as a Line Captain, Fleet Captain, or training instructor
- Experience with safety management, compliance, or engineering coordination

Licenses & Regulatory Requirements

- ATPL with valid type rating(s)
- Class 1 Medical (if flying duties are required)
- Compliance with national aviation authority requirements for fleet leadership roles

Tools, Systems & Equipment



- Flight planning and OCC systems
- EFB and digital briefing platforms
- Safety and compliance management systems (SMS, FDM/FOQA)
- Training management systems
- Engineering and reliability reporting tools

Working Conditions

- Combination of offices, simulator, and flight duties
- On-call availability for major operational events
- Frequent coordination with training, engineering, and OCC
- Occasional travel to bases, training centers, and regulatory meetings

Role Impact

The Fleet Manager plays a pivotal role in ensuring **safe, standardized, and efficient operations** for the assigned aircraft type.

Their leadership directly influences:

- Pilot performance and professionalism
- Fleet safety and reliability
- Operational efficiency and cost control
- Compliance with regulatory and company standards
- The airline's overall operational excellence

This is a mission-critical role within the flight operations department.



8.9 — Flight Safety Officer

Department: Safety Management System (SMS) / Flight Safety

Reports To: Safety Manager / Chief Safety Officer

Job Level: Operational Safety Specialist

Work Location: Airline Headquarters / Safety Department

Role Purpose

The Flight Safety Officer supports the development, implementation, and continuous improvement of the airline's **Safety Management System (SMS)**.

This role monitors operational safety performance, investigates incidents, analyzes safety data, and promotes a proactive safety culture across flight operations.

The Flight Safety Officer acts as a key link between **flight crew, OCC, engineering, ground operations, and senior leadership**, ensuring that safety risks are identified, assessed, and mitigated in accordance with regulatory and organizational standards.

Key Responsibilities

1. Safety Monitoring & Data Analysis

- Monitor daily flight operations for safety trends, hazards, and irregularities.
- Analyze FDM/FOQA data, safety reports, and operational performance indicators.
- Identify emerging risks and recommend corrective or preventive actions.
- Maintain safety databases and ensure data integrity.

2. Safety Reporting & Investigation

- Receive, review, and process safety reports from crew and operational staff.
- Conduct investigations into incidents, occurrences, and operational hazards.
- Prepare investigation reports, root-cause analyses, and safety recommendations.
- Coordinate with regulatory authorities when required.

3. SMS Implementation & Support

- Support all four pillars of the SMS:
 - **Safety Policy & Objectives**
 - **Safety Risk Management**
 - **Safety Assurance**
 - **Safety Promotion**



- Assist in hazard identification, risk assessments, and mitigation tracking.
- Participate in safety audits, inspections, and compliance reviews.

4. Safety Promotion & Training

- Conduct safety briefings, workshops, and awareness campaigns.
- Support crew training on safety reporting, human factors, and TEM/CRM principles.
- Develop safety bulletins, newsletters, and communication materials.
- Promote a just culture and encourage voluntary reporting.

5. Operational Coordination

- Liaise with flight operations, OCC, engineering, ground operations, and cabin services.
- Participate in safety committees, operational review boards, and risk meetings.
- Provide safety input for operational changes, new procedures, and fleet introductions.
- Support emergency response planning and exercises.

6. Regulatory & Standards Compliance

- Ensure compliance with ICAO Annex 19, EASA/FAA SMS requirements, and IOSA standards.
- Support regulatory audits and prepare documentation for oversight authorities.
- Maintain up-to-date knowledge of safety regulations, industry trends, and best practices.

Key Performance Indicators (KPIs)

- Safety report processing time
- Quality and accuracy of investigations
- Reduction in safety occurrences and repeat events
- FDM/FOQA trend improvements
- SMS audit results and compliance levels
- Engagement in safety reporting and safety culture indicators

Skills & Competencies

Technical Competencies

- Strong understanding of flight operations, aircraft systems, and operational risk



- Knowledge of SMS principles, safety risk management, and human factors
- Ability to analyze FDM/FOQA data and interpret safety trends
- Familiarity with ICAO, EASA/FAA, and IATA safety requirements
- Proficiency with safety databases and reporting tools

Behavioral Competencies

- High integrity and commitment to safety
- Analytical and investigative mindset
- Strong communication and report-writing skills
- Ability to work collaboratively across departments
- Calm, objective decision-making under pressure
- Professionalism and discretion

Qualifications & Experience

Minimum Requirements

- Degree in aviation, engineering, safety management, or related field
- Training in SMS, human factors, or safety investigation
- Strong operational knowledge of airline or aviation environments

Preferred Experience

- 3–7 years' experience in flight operations, safety, or quality assurance
- Experience with FDM/FOQA systems
- Previous involvement in safety investigations or audits
- Pilot, dispatcher, or engineering background is an advantage

Tools, Systems & Equipment

- Safety reporting systems (ASR/ESR platforms)
- FDM/FOQA analysis tools
- SMS and risk-management software
- Flight tracking and operational monitoring systems
- Data analysis and reporting tools

Working Conditions

- Office-based with frequent interaction across operational departments



- Occasional travel to stations, training centers, and operational sites
- Participation in emergency response exercises and irregular operations
- High responsibility for accuracy and confidentiality

Role Impact

The Flight Safety Officer plays a **critical role in maintaining and improving the airline's safety performance.**

Their work directly influences:

- Operational risk reduction
- Safety culture maturity
- Regulatory compliance
- Flight crew and passenger safety
- Continuous improvement of operational standards

This role is essential to the safe and sustainable operation of the airline.



8.10 — Flight Data Monitoring (FDM) Analyst

Department: Safety Management System (SMS) / Flight Safety / FDM Program

Reports To: Flight Safety Manager / Chief Safety Officer

Job Level: Technical Safety Specialist

Work Location: Airline Headquarters / Safety & Quality Department

Role Purpose

The Flight Data Monitoring (FDM) Analyst is responsible for collecting, processing, analyzing, and interpreting flight data to identify operational risks, safety trends, and opportunities for performance improvement.

This role supports the airline's **proactive and predictive safety programs**, ensuring compliance with ICAO, EASA/FAA, and IOSA requirements for FDM/FOQA programs.

The FDM Analyst plays a critical role in strengthening the airline's safety culture by transforming raw flight data into actionable insights for pilots, operations, and senior leadership.

Key Responsibilities

1. Data Collection & Processing

- Download, validate, and process flight data from aircraft QAR/DFDR/FOQA systems.
- Ensure data integrity, completeness, and secure handling of sensitive information.
- Maintain FDM databases and ensure compliance with data-protection requirements.
- Coordinate with engineering and IT to resolve data-capture issues.

2. Data Analysis & Event Detection

- Analyze flight data using FDM/FOQA software (e.g., Sagem, Aerobytes, Flightscape, GE).
- Identify exceedances, unstable approaches, hard landings, TCAS events, and other safety-critical parameters.
- Conduct trend analysis and identify emerging operational risks.
- Validate events and ensure accurate classification and severity assessment.

3. Reporting & Safety Insights

- Prepare regular FDM reports for flight operations, training, and safety committees.



- Develop dashboards, charts, and visualizations to communicate safety trends.
- Provide data-driven recommendations to improve SOPs, training, and operational procedures.
- Support the Safety Manager in presenting findings to senior leadership.

4. Pilot Engagement & Confidentiality

- Support non-punitive, confidential safety reporting principles.
- Participate in pilot debriefings and feedback sessions when required.
- Ensure strict adherence to Just Culture and data-protection policies.
- Maintain trust and transparency with flight crew representatives.

5. Safety Investigations & Risk Management

- Support investigations of operational events using flight data.
- Conduct root-cause analysis and contribute to safety risk assessments.
- Collaborate with the SMS team to track corrective and preventive actions.
- Provide FDM input for safety cases, operational changes, and fleet introductions.

6. Continuous Improvement & System Management

- Maintain and update FDM event sets, thresholds, and algorithms.
- Support system upgrades, calibration, and validation activities.
- Benchmark FDM performance against industry standards and best practices.
- Participate in safety audits (IOSA, regulatory, internal).

Key Performance Indicators (KPIs)

- Accuracy and timeliness of FDM reports
- Reduction in repeat exceedances and high-risk events
- Quality of trend analysis and safety insights
- Engagement with flight crew and operational departments
- Compliance with ICAO/EASA/FAA FDM requirements
- Contribution to safety performance improvements

Skills & Competencies

Technical Competencies

- Strong understanding of aircraft systems, flight operations, and performance



- Proficiency with FDM/FOQA software and data-analysis tools
- Ability to interpret flight parameters, exceedances, and operational events
- Knowledge of SMS, human factors, and operational risk management
- Familiarity with QAR/DFDR systems and data formats

Behavioral Competencies

- High integrity and respect for confidentiality
- Analytical and detail-oriented mindset
- Strong communication and report-writing skills
- Ability to work collaboratively with pilots, engineers, and safety teams
- Calm, objective approach to sensitive safety issues

Qualifications & Experience

Minimum Requirements

- Degree in aviation, engineering, data science, or related field
- Training in SMS, human factors, or safety investigation
- Strong understanding of flight operations and aircraft performance

Preferred Experience

- 2–5 years' experience in FDM/FOQA, flight safety, or operational analysis
- Experience with FDM software (Aerobytes, Sagem, Flightscape, GE, etc.)
- Pilot, dispatcher, or engineering background is an advantage
- Experience with data analytics tools (Python, Power BI, Tableau)

Tools, Systems & Equipment

- FDM/FOQA analysis platforms
- Safety reporting and SMS systems
- Flight tracking and operational monitoring tools
- Data visualization and analytics software
- QAR/DFDR data extraction tools

Working Conditions

- Office-based with cross-department collaboration
- Occasional travel to bases, training centers, and operational sites



- High responsibility for accuracy, confidentiality, and data integrity
- Participation in safety meetings, committees, and investigations

Role Impact

The FDM Analyst is a cornerstone of the airline's **proactive and predictive safety strategy**.

Their work directly influences:

- Reduction of operational risks
- Improvement of pilot performance and SOP compliance
- Enhancement of safety culture
- Regulatory compliance and audit performance
- Continuous improvement of flight operations

This role is essential to maintaining a safe, efficient, and data-driven airline operation.



8.20 — Airport Operations Agent

Department: Airport Operations / Airside & Terminal Operations

Reports To: Airport Duty Officer / Airport Operations Supervisor

Job Level: Operational

Work Location: Airport Airside, Terminal, AOCC

Role Purpose

The Airport Operations Agent supports the safe, efficient, and compliant operation of the airport by performing daily inspections, monitoring airside and terminal activities, coordinating with stakeholders, and responding to operational events.

This role ensures adherence to **ICAO Annex 14**, national aerodrome regulations, and airport-specific SOPs.

The Airport Operations Agent is a frontline guardian of airport safety, service quality, and operational continuity.

Key Responsibilities

1. Airside Operations & Safety

- Conduct routine inspections of runways, taxiways, aprons, lighting, markings, and safety areas.
- Identify and report FOD, pavement defects, wildlife hazards, and safety risks.
- Monitor aircraft stand operations, marshalling, and turnaround activities.
- Ensure compliance with apron safety rules, vehicle control, and airside access procedures.
- Support NOTAM issuance and operational advisories.

2. Terminal Operations & Passenger Flow

- Monitor terminal facilities, passenger queues, and service levels.
- Coordinate with security, immigration, airlines, and ground handlers to resolve bottlenecks.
- Respond to terminal disruptions, equipment failures, and customer-impacting events.
- Ensure terminal cleanliness, signage, and operational readiness.

3. Operational Coordination

- Act as a central point of communication between airlines, ATC, ground handlers, security, and airport departments.



- Support the Airport Operations Control Center (AOCC) with real-time updates.
- Assist with stand allocation, gate changes, and resource coordination.
- Support IROPS management, diversions, and emergency response activities.

4. Compliance & Documentation

- Complete inspection reports, incident logs, and operational checklists.
- Ensure compliance with aerodrome regulations, safety procedures, and airport manuals.
- Support audits, safety inspections, and regulatory oversight.
- Maintain accurate records for safety, quality, and operational performance.

5. Emergency Response & Crisis Support

- Respond to operational incidents, aircraft emergencies, and terminal disruptions.
- Support Emergency Response Plan (ERP) activation and coordination.
- Assist with crowd control, evacuation support, and stakeholder communication.
- Participate in emergency drills and training exercises.

6. Continuous Improvement

- Identify operational risks and propose improvements to procedures and workflows.
- Support safety reporting, hazard identification, and SMS participation.
- Contribute to operational readiness for new infrastructure, systems, or procedures.

Key Performance Indicators (KPIs)

- Timeliness and accuracy of inspections
- Safety compliance and reduction of airside incidents
- Operational response time to events and disruptions
- Terminal service quality indicators (ASQ, queue times)
- Quality of documentation and reporting
- Stakeholder satisfaction and coordination effectiveness

Skills & Competencies

Technical Competencies



- Knowledge of airport operations, airside safety, and aerodrome regulations
- Understanding of aircraft movements, ground handling, and terminal processes
- Ability to interpret NOTAMs, airside maps, and operational procedures
- Familiarity with AOCC systems, stand/gate allocation tools, and radio communication
- Basic understanding of SMS, human factors, and risk management

Behavioral Competencies

- High situational awareness
- Strong communication and coordination skills
- Calm and effective under pressure
- Attention to detail and safety-focused mindset
- Teamwork and cross-functional collaboration
- Problem-solving and adaptability

Qualifications & Experience

Minimum Requirements

- High school diploma or equivalent
- Valid driver's license (airside permit may be required)
- Ability to work shifts, including nights, weekends, and holidays

Preferred Experience

- 1–3 years experience in airport operations, ground handling, or aviation environments
- Knowledge of ICAO Annex 14 and airport safety procedures
- Experience with AOCC or airside operations systems
- Training in airside safety, wildlife hazard management, or emergency response

Tools, Systems & Equipment

- AOCC and airport operations systems
- Radio communication equipment
- Airside vehicles and inspection tools
- Safety reporting and SMS platforms
- CCTV and terminal monitoring systems



Working Conditions

- Airside and terminal environments with exposure to weather and noise
- 24/7 shift-based operations
- High-pressure situations requiring rapid decision-making
- Frequent walking, driving, and field inspections

Role Impact

The Airport Operations Agent plays a **critical role in maintaining airport safety, efficiency, and service quality.**

Their work directly influences:

- Airside safety and regulatory compliance
- Passenger experience and terminal flow
- Operational reliability and on time performance
- Emergency preparedness and response
- Coordination between airport stakeholders

This role is essential to the smooth and safe functioning of the airport.



8.21 — Airport Duty Manager (ADM)

Department: Airport Operations / Airport Operations Control Center (AOCC)

Reports To: Airport Operations Manager / Director of Airport Operations

Job Level: Senior Operational Leadership (Shift-Based)

Work Location: Airport Airside, Terminal, AOCC

Role Purpose

The Airport Duty Manager (ADM) is the **senior operational authority on shift**, responsible for the safe, efficient, and coordinated functioning of the airport during their duty period.

This role ensures compliance with **ICAO Annex 14**, national aerodrome regulations, airport SOPs, and safety standards while managing real-time operations across airside, terminal, and landside environments.

The ADM acts as the **single point of command** for operational decision-making, disruption management, stakeholder coordination, and emergency response.

Key Responsibilities

1. Airport-Wide Operational Leadership

- Serve as the highest operational authority on duty, overseeing all airport activities.
- Maintain situational awareness of airside, terminal, and landside operations.
- Lead daily operations to ensure safety, efficiency, and regulatory compliance.
- Coordinate with ATC, airlines, ground handlers, security, immigration, and emergency services.
- Ensure operational readiness of airport infrastructure, systems, and resources.

2. Airside & Terminal Oversight

- Monitor runway, taxiway, apron, and stand operations.
- Ensure compliance with airside safety rules, vehicle control, and apron discipline.
- Oversee terminal operations, passenger flow, queue management, and service levels.
- Resolve operational bottlenecks, equipment failures, and service disruptions.
- Support stand/gate allocation and resource optimization.

3. Incident & Disruption Management (IROPS)



- Lead the response to operational disruptions, including:
 - Weather events
 - Technical failures
 - Airline delays/cancellations
 - Security incidents
 - Terminal congestion
- Coordinate recovery actions and communicate decisions to stakeholders.
- Maintain real-time communication with AOCC and senior management.
- Ensure timely and accurate passenger information during disruptions.

4. Emergency Response & Crisis Leadership

- Act as the **On-Scene Commander** or **Airport Incident Commander** during emergencies.
- Activate and manage the Emergency Operations Center (EOC) when required.
- Coordinate with fire services, medical teams, police, and regulatory authorities.
- Support evacuations, aircraft emergencies, and terminal incidents.
- Participate in emergency drills and ensure staff readiness.

5. Compliance, Safety & Reporting

- Ensure adherence to aerodrome regulations, safety procedures, and airport manuals.
- Conduct inspections, audits, and safety checks as required.
- Support SMS activities, including hazard identification and safety reporting.
- Prepare shift reports, incident logs, and operational summaries.
- Escalate safety concerns and regulatory issues to senior leadership.

6. Stakeholder & Customer Management

- Maintain strong relationships with airlines, handlers, government agencies, and service providers.
- Address passenger issues escalated beyond frontline teams.
- Ensure service quality standards are met across the airport.
- Represent airport operations in cross-functional meetings and briefings.

Key Performance Indicators (KPIs)



- Operational continuity and disruption recovery time
- Safety compliance and reduction of airside/terminal incidents
- Passenger service quality (ASQ scores, queue times)
- Accuracy and timeliness of operational reporting
- Stakeholder satisfaction and coordination effectiveness
- Emergency response readiness and performance

Skills & Competencies

Technical Competencies

- Strong knowledge of airport operations, airside safety, and terminal management
- Understanding of ICAO Annex 14, national aerodrome regulations, and airport manuals
- Familiarity with AOCC systems, stand/gate allocation tools, and operational dashboards
- Knowledge of ground handling, ATC procedures, and emergency response
- Ability to interpret NOTAMs, weather data, and operational intelligence

Leadership & Behavioral Competencies

- High situational awareness and decision-making capability
- Strong leadership presence and authority under pressure
- Excellent communication and stakeholder-management skills
- Calm, structured approach to crisis and emergency situations
- Problem-solving, adaptability, and resilience
- Customer-focused mindset with operational discipline

Qualifications & Experience

Minimum Requirements

- Bachelor's degree in aviation, airport management, or related field (or equivalent experience)
- Strong background in airport operations or aviation environments
- Ability to work rotating shifts (24/7 operation)
- Valid airside driving permit (or ability to obtain one)

Preferred Experience



- 5–10 years' experience in airport operations, airside/terminal management, or AOCC
- Experience in IROPS management and emergency response
- Training in SMS, human factors, and crisis management
- Experience with major airport systems and operational platforms

Tools, Systems & Equipment

- AOCC operational systems and dashboards
- Stand/gate allocation systems
- CCTV and terminal monitoring tools
- Radio communication equipment
- Safety reporting and SMS platforms
- Emergency response systems and EOC tools

Working Conditions

- 24/7 shift-based leadership role
- High-pressure operational environment
- Frequent movement across airside, terminal, and control center areas
- Exposure to weather, noise, and operational hazards
- On-call responsibilities during major disruptions

Role Impact

The Airport Duty Manager is the **operational heartbeat of the airport**, ensuring safe, efficient, and coordinated operations always.

Their leadership directly influences:

- Airport safety and regulatory compliance
- Passenger experience and service quality
- Operational reliability and on time performance
- Emergency preparedness and crisis response
- Stakeholder coordination and airport reputation

This is one of the most critical operational leadership roles in the airport environment.





8.22 — Ramp Agent / Baggage Handler

Job Description (Aviation Ground Operations)

1. Position Overview

The **Ramp Agent / Baggage Handler** is responsible for the safe, efficient, and timely handling of aircraft on the ramp, including baggage, cargo, ground support equipment (GSE), and aircraft servicing tasks. The role ensures strict adherence to **ICAO Annex 14**, **IATA AHM**, **IATA IGOM**, **EASA Part-ADR**, and airport operator procedures. Ramp Agents are critical to on time performance (OTP), turnaround efficiency, and ramp safety.

2. Key Responsibilities

2.1 Aircraft Turnaround Operations

- Marshal aircraft using approved ICAO hand signals.
- Position chocks, cones, and safety equipment according to AHM 610.
- Operate GSE (belt loaders, tugs, dollies, GPUs, ASUs) in compliance with IGOM.
- Conduct pre-arrival and post-departure ramp inspections.
- Support pushback operations under headset communication protocols.

2.2 Baggage & Cargo Handling

- Load and unload baggage, mail, and cargo per AHM 515 and load plan instructions.
- Ensure weight distribution accuracy and compliance with LIR/Loadsheet requirements.
- Identify, segregate, and process special loads (e.g., WCHR, PETC, firearms, HUM, VAL).
- Handle ULDs, nets, straps, and tie-downs according to IATA standards.

2.3 Safety, Security & Compliance

- Maintain a sterile and hazard-free ramp environment.
- Follow airside driving rules and apron markings.
- Report FOD, spills, and safety hazards immediately.
- Comply with airport security protocols (ID checks, access control, screening).
- Adhere to dangerous goods handling requirements (ICAO Doc 9284 / IATA DGR).

2.4 Customer & Operational Support

- Coordinate with Load Control, Dispatch, Cabin Crew, and Flight Crew.



- Manage irregular operations (delays, misconnections, baggage short-ship).
- Provide professional support to passengers during special baggage handling.

Core Competencies

Competency Area	Description
Ramp Safety Discipline	Apply strict safety protocols, PPE use, and hazard awareness.
Operational Accuracy	Ensures correct loading, documentation, and GSE operation.
Situational Awareness	Maintains awareness of aircraft movements, vehicles, and personnel.
Communication	Clear radio/headset communication with crew and ground teams.
Physical Capability	Able to lift, push, and pull loads in varying weather conditions.
Time Management	Works efficiently under tight turnaround deadlines.
Team Coordination	Collaborates effectively with multi-disciplinary ramp teams.

Required Qualifications

Education & Experience

- Secondary school diploma (or equivalent).
- Prior ramp or logistics experience preferred but not mandatory.
- Experience with GSE operations is an advantage.

4.2 Certifications & Training

- Airside Safety & Ramp Operations (IGOM-compliant).
- Airport Security Awareness (per national CAA requirements).
- Dangerous Goods Awareness (Category 8 or equivalent).
- Airside Driving Permit (where applicable).
- GSE equipment type-specific authorizations.

Physical & Environmental Requirements

- Ability to lift up to 32 kg (IATA standard baggage weight).
- Work in extreme weather (heat, cold, rain, snow).
- Work in high-noise environments (hearing protection required).



- Ability to stand, bend, kneel, and climb for extended periods.
- Shift work, including nights, weekends, and holidays.

Key Performance Indicators (KPIs)

KPI	Target
On-Time Performance (OTP)	≥ 98% of tasks completed within turnaround window
Baggage Accuracy	≤ 1 mishandled bag per 1,000 passengers
Safety Compliance	Zero safety violations or GSE incidents
Load Accuracy	100% compliance with load plan and special load procedures
FOD Reporting	Active participation in FOD prevention program

Reporting Structure

- **Reports to:** Ramp Supervisor / Duty Manager
- **Works with:** Load Control, Dispatch, Cabin Crew, Flight Crew, GSE Technicians
- **May supervise:** Junior Ramp Assistants (depending on seniority)

Tools, Equipment & Systems

- Belt loaders, tugs, dollies, ULDs
- Ground Power Units (GPU), Air Start Units (ASU)
- Headset communication systems
- Baggage scanners and reconciliation systems (BRS)
- Load planning and dispatch systems
- PPE: high-visibility clothing, hearing protection, gloves, safety boots

Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 14 – Aerodromes**
- **ICAO Doc 9137 – Airport Services Manual**
- **IATA AHM (Airport Handling Manual)**
- **IATA IGOM (Industry Ground Operations Manual)**
- **IATA DGR (Dangerous Goods Regulations)**



- **EASA ADR.OPS & ADR.OR**
- **Local Airport Operator SOPs**

Role Purpose Summary

The Ramp Agent / Baggage Handler ensures safe, compliant, and efficient ground operations that directly impact aircraft turnaround performance, passenger satisfaction, and overall airport operational integrity. This role is foundational to aviation safety and reliability.



8.23 — Ground Operations Coordinator

Job Description (Aviation Ground Operations Management)

Position Overview

The **Ground Operations Coordinator** oversees, synchronizes, and controls all ground handling activities during aircraft turnaround, ensuring safety, regulatory compliance, and operational efficiency. This role acts as the central point of coordination between ramp, passenger services, load control, fueling, catering, maintenance, and flight crew. The coordinator ensures adherence to **ICAO Annex 14**, **ICAO Doc 9137**, **IATA AHM**, **IATA IGOM**, **EASA ADR.OPS**, and airline-specific SOPs.

This position is critical to maintaining **On-Time Performance (OTP)**, minimizing operational disruptions, and ensuring safe, compliant ground operations.

Key Responsibilities

Turnaround Coordination

- Lead and monitor the entire aircraft turnaround process from arrival to departure.
- Conduct pre-arrival briefings and post-departure debriefings with ground teams.
- Ensure all service providers (fueling, catering, cleaning, ramp, maintenance) meet SLA timelines.
- Validate readiness for boarding, fueling, loading, and pushbacks.
- Maintain real-time situational awareness of turnaround milestones.

Communication & Stakeholder Management

- Serve as the primary liaison between flight crew, dispatch, load control, ramp, and terminal operations.
- Provide timely updates on delays, service disruptions, and operational risks.
- Coordinate with ATC and airport operations during irregular operations (IROPS).
- Ensure accurate and timely communication of load plan changes, special loads, and last-minute updates.

Safety, Compliance & Quality Assurance

- Enforce ramp safety standards and ensure compliance with IGOM and AHM procedures.
- Conduct safety walkarounds and ensure hazard reporting (FOD, spills, equipment issues).
- Verify that all GSE is positioned, operated, and removed safely.



- Ensure compliance with dangerous goods regulations (ICAO Doc 9284 / IATA DGR).
- Support internal audits, quality checks, and regulatory inspections.

Operational Control & Documentation

- Validate load sheets, LIRs, NOTOCs, and special load documentation.
- Monitor baggage and cargo reconciliation, ensuring no discrepancies before departure.
- Record operational data for OTP, service failures, and incident reporting.
- Ensure accurate completion of turnaround checklists and operational logs.

Irregular Operations (IROPS) Management

- Coordinate recovery actions during delays, diversions, cancellations, and disruptions.
- Manage passenger service impacts (misconnections, rebooking, baggage issues).
- Support emergency response procedures as per airport ERP.

Core Competencies

Competency Area	Description
Operational Leadership	Directs multi-disciplinary teams under time pressure.
Situational Awareness	Maintains a complete operational picture of ramp and terminal activities.
Decision-Making	Makes rapid, safety-focused decisions during dynamic operations.
Communication Mastery	Clear, concise, and authoritative communication with all stakeholders.
Regulatory Knowledge	Deep understanding of ICAO, IATA, EASA, and airport SOPs.
Crisis & IROPS Management	Handles disruptions with composure and structured problem-solving.
Analytical Skills	Interprets operational data to improve performance and safety.

Required Qualification

Education & Experience



- Secondary school diploma required; aviation-related diploma preferred.
- Minimum 2–3 years of experience in ground operations, ramp, load control, or dispatch.
- Experience in turnaround coordination or supervisory roles is an advantage.

Certifications & Training

- Ground Operations & Ramp Safety (IGOM-aligned).
- Dangerous Goods Regulations (Category 10 or equivalent).
- Airport Security Certification (per national CAA).
- Load Control & Weight and Balance (preferred).
- Airside Driving Permit (where applicable).
- Human Factors / CRM for Ground Operations.

Physical & Environmental Requirements

- Ability to work in airside environments with noise, weather exposure, and moving equipment.
- Ability to walk, stand, and conduct ramp inspections for extended periods.
- Shift work includes nights, weekends, and holidays.

Key Performance Indicators (KPIs)

KPI	Target
On-Time Performance (OTP)	$\geq 98\%$ of flights depart within scheduled window
Turnaround Compliance	100% adherence to SOPs and milestone timelines
Safety Performance	Zero preventable incidents or safety violations
Documentation Accuracy	100% correct load sheets, NOTOCs, and logs
Communication Efficiency	No missed or delayed operational updates

Reporting Structure

- **Reports to:** Duty Manager / Ground Operations Manager
- **Coordinates with:** Ramp Supervisors, Load Controllers, Passenger Services, ATC, Flight Crew
- **May supervise:** Ramp Agents, Turnaround Assistants, GSE Operators (depending on station)

Tools, Equipment & Systems



- Turnaround management systems (TMS)
- Load control systems (LDM, CPM, LIR platforms)
- Baggage reconciliation systems (BRS)
- Radio communication systems
- GSE monitoring dashboards
- Airport operational databases (AODB)
- PPE: high-visibility clothing, hearing protection, safety boots

Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 14 – Aerodromes**
- **ICAO Doc 9137 – Airport Services Manual**
- **ICAO Doc 9284 – Dangerous Goods**
- **IATA AHM & IGOM**
- **EASA ADR.OPS & ADR.OR**
- **Airport Operator SOPs & Safety Management Systems (SMS)**

Role Purpose Summary

The Ground Operations Coordinator ensures the safe, efficient, and compliant execution of all ground handling activities, acting as the operational nerve center for aircraft turnaround. This role safeguards safety, protects regulatory integrity, and drives operational excellence across the airport environment.



8.24 — Aircraft Marshaller

Job Description (Aviation Ground Operations)

1. Position Overview

The **Aircraft Marshaller** is responsible for guiding aircraft during arrival, parking, repositioning, and departure using standardized ICAO visual signals. This role ensures safe aircraft movement on the apron, preventing collisions, protecting personnel, and maintaining compliance with **ICAO Annex 2, ICAO Annex 14, ICAO Doc 9870 (Manual on the Prevention of Runway Incursions), IATA AHM**, and **IATA IGOM**.

The Marshaller is the **primary visual reference** for flight crew during ground maneuvering and plays a critical role in apron safety and turnaround efficiency.

Key Responsibilities

Aircraft Arrival & Parking

- Guide aircraft to assigned stand using ICAO-standard marshalling signals.
- Verify stand readiness (FOD check, GSE positioning, safety cones, chocks).
- Ensure safe clearance from obstacles, vehicles, personnel, and equipment.
- Communicate with ramp teams to confirm stand availability and hazards.
- Signal aircraft to stop precisely at the designated stop mark.

Aircraft Departure & Pushback Support

- Conduct pre-departure stand checks for safety and clearance.
- Provide visual signals to flight crew during engine start and brake release.
- Coordinate with headset operator and pushback tug driver.
- Ensure safe removal of chocks, cones, and equipment before taxi.
- Maintain situational awareness of adjacent stands and taxi lanes.

Safety & Compliance

- Enforce apron safety rules and maintain a sterile safety zone.
- Report hazards, FOD, spills, and unsafe behaviors immediately.
- Ensure compliance with ICAO, IATA, and airport operator procedures.
- Always maintain PPE standards and visibility requirements.
- Support SMS reporting and participate in safety audits.

Communication & Coordination



- Coordinate with Ground Operations Coordinator, Ramp Supervisor, and ATC (indirectly via operations).
- Relay stand status, hazards, and operational changes.
- Support irregular operations (diversions, stand changes, emergencies).
- Assist with aircraft repositioning and towing operations when required.

Documentation & Operational Support

- Complete marshaling logs, stand checklists, and incident reports.
- Record aircraft arrival and departure times for OTP tracking.
- Support load control and ramp teams with operational updates.

Core Competencies

Competency Area	Description
Situational Awareness	Maintains full awareness of aircraft, vehicles, and personnel on the apron.
Precision & Accuracy	Executes marshaling signals with clarity and exactness.
Safety Discipline	Applies strict safety protocols and hazard identification.
Communication	Clear, concise coordination with ramp and flight crew.
Decision-Making	Act quickly to prevent unsafe aircraft movements.
Physical Coordination	Performs standardized signals confidently and consistently.
Environmental Resilience	Works effectively in all weather and visibility conditions.

Required Qualifications

Education & Experience

- Secondary school diploma or equivalent.
- Prior ramp or ground handling experience preferred.
- Experience in aircraft handling or GSE operations is an advantage.

Certifications & Training

- Aircraft Marshalling Training (ICAO-aligned).
- Ramp Safety & Airside Operations (IGOM-compliant).
- Airport Security Certification (per national CAA).



- Dangerous Goods Awareness (Category 8 or equivalent).
- Human Factors / CRM for Ground Operations.
- Airside Driving Permit (if required by airport).

Physical & Environmental Requirements

- Ability to stand for extended periods and perform repetitive arm movements.
- Work in all weather conditions (heat, cold, rain, snow, low visibility).
- Ability to lift and move equipment (cones, chocks).
- Work in high-noise environments (hearing protection required).
- Shift work includes nights, weekends, and holidays.

Key Performance Indicators (KPIs)

KPI	Target
Marshalling Accuracy	Zero deviations from ICAO standard signals
Safety Compliance	Zero preventable incidents or stand incursions
Stand Readiness	100% completion of pre-arrival safety checks
On-Time Performance (OTP)	≥ 98% of aircraft parked and released on schedule
Hazard Reporting	Active participation in FOD and safety reporting

Reporting Structure

- **Reports to:** Ramp Supervisor / Ground Operations Coordinator
- **Works with:** Ramp Agents, Pushback Operators, Load Control, GSE Technicians
- **May supervise:** Junior Ramp Assistants (depending on station)

Tools, Equipment & Systems

- Marshalling wands (day) and illuminated batons (night)
- High-visibility PPE
- Radio communication systems
- Stand guidance systems (VDGS) — monitoring and fallback procedures
- Ramp safety checklists
- GSE positioning markers and safety cones

Regulatory & Standards Alignment



This role aligns with:

- **ICAO Annex 2 – Rules of the Air**
- **ICAO Annex 14 – Aerodromes**
- **ICAO Doc 9870 – Runway Incursion Prevention**
- **IATA AHM & IGOM**
- **EASA ADR.OPS & ADR.OR**
- **Airport Operator SMS & SOPs**

Role Purpose Summary

The Aircraft Marshaller ensures safe, precise, and compliant aircraft movements on the apron, acting as the flight crew's visual guide and safeguarding the integrity of ground operations. This role is essential to apron safety, turnaround efficiency, and regulatory compliance.



8.25 — Pushback Operator

(Aviation Ground Operations — Aircraft Movement & Towing)

1. Position Overview

The **Pushback Operator** is responsible for the safe movement of aircraft on the apron using pushback tractors and towbar/towbarless systems. This role ensures precise aircraft positioning for departure, towing, and stand changes while maintaining strict compliance with **ICAO Annex 2**, **ICAO Annex 14**, **ICAO Doc 9870**, **IATA AHM**, **IATA IGOM**, and airport operator procedures.

The Pushback Operator has a critical safety role, directly influencing aircraft integrity, apron safety, and on-time performance (OTP).

2. Key Responsibilities

2.1 Pushback & Aircraft Movement

- Conduct safe pushback operations using towbar or towbar less tractors.
- Perform pre-pushback equipment checks (tractor, towbar, shear pins, lugs).
- Verify aircraft type compatibility with towbar/towbar less equipment.
- Coordinate with headset operator and flight crew for pushback clearance.
- Execute pushback maneuvers precisely according to ATC and airline instructions.
- Position aircraft accurately on taxi lines for departure.

2.2 Aircraft Towing & Repositioning

- Conduct towing operations for hangar moves, stand changes, and maintenance repositioning.
- Ensure correct towing speed, turning radius, and wingtip clearance.
- Coordinate with wing walkers, marshallers, and ground operations coordinators.
- Follow airport towing routes and comply with ATC instructions (via operations).

2.3 Safety & Compliance

- Enforce apron safety rules and maintain a sterile safety zone around the aircraft.
- Conduct FOD checks and ensures safe GSE positioning.
- Report hazards, equipment defects, and safety incidents immediately.
- Comply with ICAO, IATA, and airport operator safety procedures.
- Ensure proper use of PPE and adherence to airside driving regulations.



2.4 Communication & Coordination

- Maintain clear communication with flight crew via headset.
- Coordinate with ramp teams, marshallers, and ATC (indirectly through operations).
- Provide updates on equipment issues, stand hazards, and operational delays.
- Support irregular operations (diversions, towing for maintenance, stand closures).

2.5 Documentation & Operational Support

- Complete pushback logs, towing records, and incident reports.
- Record aircraft movement times for OTP tracking.
- Report on equipment usage and maintenance needs.

3. Core Competencies

Competency Area	Description
Aircraft Handling Expertise	Understand aircraft geometry, towing limits, and movement dynamics.
Precision & Control	Execute pushback and towing maneuvers with accuracy and confidence.
Safety Discipline	Applies strict safety protocols and hazard identification.
Communication	Clear, concise headset communication with flight crew and ramp teams.
Situational Awareness	Maintains awareness of aircraft, vehicles, and personnel on the apron.
Decision-Making	Act quickly to prevent unsafe aircraft movements.
Technical Proficiency	Operates towbar and towbar less tractors safely and efficiently.

4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma or equivalent.



- Minimum 1–2 years of ramp or GSE experience preferred.
- Prior experience with aircraft handling or marshalling is an advantage.

4.2 Certifications & Training

- Pushback & Towing Certification (IGOM-aligned).
- Ramp Safety & Airside Operations.
- Airport Security Certification (per national CAA).
- Dangerous Goods Awareness (Category 8 or equivalent).
- Human Factors / CRM for Ground Operations.
- Airside Driving Permit (mandatory).
- Type-specific tractor and towbar/towbarless equipment authorization.

5. Physical & Environmental Requirements

- Ability to operate heavy machinery in all weather conditions.
- Ability to climb in/out of tractors and handle towbar equipment.
- Work in high-noise environments (hearing protection required).
- Shift work includes nights, weekends, and holidays.

6. Key Performance Indicators (KPIs)

KPI	Target
Pushback Accuracy	Zero deviations from planned pushback path
Safety Compliance	Zero preventable towing/pushback incidents
Equipment Integrity	100% completion of pre-use equipment checks
On-Time Performance (OTP)	$\geq 98\%$ pushbacks executed on schedule
Hazard Reporting	Active participation in FOD and safety reporting

7. Reporting Structure

- **Reports to:** Ramp Supervisor / Ground Operations Coordinator
- **Works with:** Marshallers, Ramp Agents, Load Control, Flight Crew, GSE Technicians
- **May supervise:** Wing Walkers (depending on station)

8. Tools, Equipment & Systems

- Towbar and towbarless pushback tractors



- Aircraft-specific towbars, shear pins, and adapters
- Headset communication systems
- Airside driving systems and apron maps
- Ramp safety checklists
- PPE: high-visibility clothing, hearing protection, gloves, safety boots

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 2 – Rules of the Air**
- **ICAO Annex 14 – Aerodromes**
- **ICAO Doc 9870 – Runway Incursion Prevention**
- **IATA AHM & IGOM**
- **EASA ADR.OPS & ADR.OR**
- **Airport Operator SMS & SOPs**

10. Role Purpose Summary

The Pushback Operator ensures the safe, precise, and compliant movement of aircraft on the apron, directly supporting flight safety, operational efficiency, and regulatory integrity. This role is essential to the safe execution of aircraft departures, towing operations, and apron traffic management.



8.26 — Loadmaster / Load Controller

(Aviation Ground Operations — Weight & Balance / Load Planning)

1. Position Overview

The **Loadmaster / Load Controller** is responsible for planning, coordinating, and verifying the safe loading of aircraft in accordance with weight and balance limitations, structural constraints, and regulatory requirements. The role ensures compliance with **ICAO Annex 6, ICAO Doc 9976 (W&B Manual), IATA AHM (notably AHM 560–599), IATA IGOM**, and airline-specific W&B procedures.

This position is critical to flight safety, aircraft performance, and operational efficiency, acting as the authoritative source for load distribution, load sheet accuracy, and special load management.

2. Key Responsibilities

2.1 Weight & Balance Planning

- Prepare preliminary and final load plans based on passenger, baggage, cargo, mail, and fuel data.
- Calculate aircraft weight, center of gravity (CG), and structural load limits.
- Ensure compliance with aircraft type-specific W&B manuals and performance requirements.
- Validate trim settings and CG envelopes for safe flight operations.
- Coordinate with dispatch and flight crew on last-minute changes (LMCs).

2.2 Load Sheet Production & Validation

- Produce and issue the final load sheet (manual or electronic) in accordance with AHM 560.
- Verify accuracy of passenger counts, baggage totals, cargo weights, and special loads.
- Ensure correct documentation for dangerous goods, live animals, HUM, VAL, and restricted items.
- Communicate final load sheet and LMCs to flight crew and dispatch.

2.3 Aircraft Loading Supervision

- Oversee ramp loading activities to ensure compliance with the load plan.
- Confirm correct placement of baggage, cargo, ULDs, and ballast.



- Monitor loading progress and adjust plans as required.
- Ensure correct use of nets, straps, locks, and ULD restraints.
- Validates aircraft doors, holds, and compartments are secured post-loading.

2.4 Safety, Compliance & Quality Assurance

- Ensure strict adherence to ICAO, IATA, and airline W&B procedures.
- Identify and mitigate loading hazards, structural risks, and CG deviations.
- Support audits, inspections, and SMS reporting.
- Maintain accurate records for regulatory compliance and post-flight analysis.

2.5 Communication & Operational Coordination

- Coordinate with ramp, cargo, passenger services, dispatch, and flight crew.
- Provide timely updates on load changes, delays, and operational risks.
- Support irregular operations (overloads, aircraft swaps, diversions).
- Liaise with cargo acceptance teams for special load approvals.

3. Core Competencies

Competency Area	Description
Technical W&B Expertise	Deep understanding of aircraft loading, CG, and structural limits.
Numerical Accuracy	High precision in calculations and documentation.
Safety & Compliance Discipline	Apply strict regulatory and procedural standards.
Situational Awareness	Monitors loading environment and operational risks.
Communication Mastery	Clear, authoritative communication with crew and ground teams.
Decision-Making	Makes rapid, safety-critical decisions under time pressure.
Analytical Skills	Interprets load data and resolves discrepancies effectively.

4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma required; aviation or logistics diploma preferred.



- Minimum 2–3 years of experience in ground operations, cargo, or ramp.
- Prior experience in load control or cargo planning is highly desirable.

4.2 Certifications & Training

- Load Control & Weight and Balance Certification (aircraft type-specific).
- IATA AHM & IGOM training.
- Dangerous Goods Regulations (Category 5 or 10 depending on role).
- Airport Security Certification (per national CAA).
- Human Factors / CRM for Ground Operations.
- SMS & Safety Reporting training.

5. Physical & Environmental Requirements

- Ability to work in both office and air-side environments.
- Ability to conduct hold inspections and verify loading conditions.
- Work in varying weather conditions when supervising ramp activities.
- Shift work includes nights, weekends, and holidays.

6. Key Performance Indicators (KPIs)

KPI	Target
Load Sheet Accuracy	100% error-free load sheets
CG Compliance	Zero out-of-envelope CG events
Special Load Compliance	100% correct documentation and placement
On-Time Performance (OTP)	≥ 98% load sheets delivered on schedule
Safety Reporting	Active participation in SMS and hazard reporting

7. Reporting Structure

- **Reports to:** Load Control Supervisor / Ground Operations Manager
- **Works with:** Ramp Supervisors, Cargo Teams, Passenger Services, Dispatch, Flight Crew
- **May supervise:** Junior Load Controllers or Load Assistants (depending on station)

8. Tools, Equipment & Systems

- Electronic Weight & Balance Systems (eW&B)



- Load planning platforms (LDM, CPM, UCM, NOTOC systems)
- Baggage reconciliation systems (BRS)
- Cargo management systems (CMS)
- Aircraft type-specific W&B manuals
- PPE for ramp supervision
- Communication systems (radio, ACARS, operational messaging)

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Doc 9976 – Manual on Weight and Balance**
- **IATA AHM (560–599)**
- **IATA IGOM**
- **IATA DGR**
- **EASA Air Ops & ADR.OPS**
- **Airport Operator SMS & SOPs**

10. Role Purpose Summary

The Loadmaster / Load Controller ensures the safe, compliant, and efficient loading of aircraft by managing weight and balance, structural limits, and special load requirements. This role is central to flight safety, operational reliability, and regulatory integrity.



8.27 — ULD Coordinator

Job Description (Aviation Ground Operations — Cargo & ULD Asset Management)

1. Position Overview

The **ULD Coordinator** is responsible for the planning, control, tracking, and optimization of Unit Load Devices (ULDs) across the station or network. The role ensures that ULD assets (containers, pallets, nets, straps) are available, serviceable, and compliant with **IATA ULD Regulations (ULDR)**, **IATA AHM 400/800 series**, **ICAO Annex 6**, and airline-specific cargo procedures.

This position is critical to cargo integrity, aircraft safety, operational efficiency, and cost control, ensuring that ULD stock levels support flight schedules and cargo demand.

2. Key Responsibilities

2.1 ULD Inventory Management

- Maintain accurate, real-time ULD inventory for the station.
- Monitor inbound/outbound ULD flows and reconcile discrepancies.
- Ensure availability of required ULD types for scheduled flights.
- Manage ULD pooling, transfer, and interline exchanges.
- Coordinate with network control for repositioning requests.

2.2 ULD Condition & Airworthiness

- Inspect ULDs for structural integrity, damage, and serviceability.
- Ensure compliance with IATA ULDR and airline maintenance standards.
- Quarantine unserviceable ULDs and initiate repair workflows.
- Verify correct use of nets, straps, locks, and restraint systems.
- Maintain records of ULD damage, repairs, and maintenance cycles.

2.3 Operational Coordination

- Coordinate with cargo, ramp, and load control teams to ensure correct ULD allocation.
- Support load planning by providing accurate ULD availability and weight data.
- Ensure special ULDs (e.g., temperature-controlled, horse stalls, DG-approved) are prepared and allocated correctly.
- Liaise with ground handling agents and third-party operators for ULD movements.

2.4 Documentation & System Management



- Update ULD tracking systems (e.g., iULD, Uniload, or airline-specific platforms).
- Produce daily, weekly, and monthly ULD inventory and performance reports.
- Record ULD damage reports (DPRs) and follow up on cost recovery.
- Maintain compliance documentation for audits and regulatory inspections.

2.5 Safety, Compliance & Quality Assurance

- Ensure ULD operations comply with ICAO, IATA, and airline cargo standards.
- Support SMS reporting and participate in safety investigations.
- Identify hazards related to ULD handling, stacking, and storage.
- Conduct ULD safety briefings and training refreshers for cargo teams.

3. Core Competencies

Competency Area	Description
ULD Technical Knowledge	Understands ULD types, structural limits, and airworthiness criteria.
Inventory Control	Maintains accurate stock levels and reconciles discrepancies.
Safety & Compliance Discipline	Apply strict IATA ULDR and cargo safety standards.
Analytical Skills	Interprets ULD flow data and optimizes asset allocation.
Communication	Coordinates effectively with cargo, ramp, and network teams.
Problem-Solving	Resolves shortages, damages, and operational constraints.
Attention to Detail	Ensures accuracy in documentation and ULD condition checks.

4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma required; logistics or aviation diploma preferred.
- 1–3 years of experience in cargo, ramp, or load control operations.
- Experience with ULD handling or cargo planning is an advantage.

4.2 Certifications & Training



- IATA ULD Regulations (ULDR) training.
- Cargo & Ramp Safety (IGOM-aligned).
- Dangerous Goods Regulations (Category 8 or 5 depending on role).
- Airport Security Certification (per national CAA).
- Human Factors / CRM for Ground Operations.
- SMS & Safety Reporting training.

5. Physical & Environmental Requirements

- Ability to inspect, move, and handle ULDs in airside environments.
- Work in varying weather conditions (heat, cold, rain, snow).
- Ability to lift and maneuver nets, straps, and lightweight components.
- Shift work includes nights, weekends, and holidays.

6. Key Performance Indicators (KPIs)

KPI	Target
Inventory Accuracy	≥ 98% reconciliation accuracy
ULD Availability	Zero flight delays due to ULD shortages
Damage Rate	≤ 1% of ULDs damaged per handling cycle
Repair Turnaround Time	100% repairs completed within SLA
Compliance	Zero ULDR or audit non-conformities

7. Reporting Structure

- **Reports to:** Cargo Supervisor / Ground Operations Manager
- **Works with:** Cargo Agents, Load Controllers, Ramp Supervisors, Network Control, GSE Technicians
- **May supervise:** ULD Assistants or Cargo Handlers (depending on station)

8. Tools, Equipment & Systems

- ULD tracking systems (iULD, Uniload, or airline-specific)
- Cargo management systems (CMS)
- ULD inspection tools and checklists
- PPE for airside operations
- Nets, straps, locks, and restraint equipment



- Forklifts, pallet movers, and ULD dollies (where authorized)

9. Regulatory & Standards Alignment

This role aligns with:

- **IATA ULD Regulations (ULDR)**
- **IATA AHM 400–499 (ULD Handling)**
- **IATA AHM 800 series (ULD Control & Messaging)**
- **ICAO Annex 6 – Operation of Aircraft**
- **IATA DGR**
- **EASA Air Ops & ADR.OPS**
- **Airport Operator SMS & SOPs**

10. Role Purpose Summary

The ULD Coordinator ensures the safe, compliant, and efficient management of ULD assets, supporting cargo integrity, aircraft safety, and operational reliability. This role is essential to maintaining ULD airworthiness, optimizing inventory, and enabling seamless cargo operations.



8.28 — Airport Terminal Manager

Job Description (Aviation Operations — Terminal & Passenger Services Management)

1. Position Overview

The Airport Terminal Manager is responsible for the safe, efficient, and customer-centric operation of the airport terminal, ensuring compliance with ICAO Annex 9, ICAO Annex 14, IATA AHM, IATA Airport Development Reference Manual (ADRM), EASA ADR.OPS, and airport operator standards.

The role oversees terminal operations, passenger flow, security coordination, facility readiness, and stakeholder management, ensuring seamless end-to-end passenger experience and operational continuity.

This position is the operational owner of the terminal environment, balancing safety, regulatory compliance, commercial performance, and service quality.

2. Key Responsibilities

2.1 Terminal Operations Management

- Oversee daily terminal operations, ensuring smooth passenger flow from curbside to gate.
- Monitor check-in, security, immigration, boarding, and baggage reclaim processes.
- Ensure terminal readiness (cleanliness, signage, equipment, systems, facilities).
- Manage disruptions, congestion points, and operational bottlenecks.
- Coordinate with airlines, ground handlers, security, immigration, and customs.

2.2 Safety, Security & Compliance

- Ensure compliance with ICAO, EASA, and national aviation security regulations.
- Conduct terminal safety inspections and enforce SMS requirements.
- Oversee emergency response readiness and participate in airport emergency exercises.
- Ensure terminal tenants comply with safety, security, and operational standards.
- Support audits, regulatory inspections, and corrective action plans.

2.3 Passenger Experience & Service Quality

- Monitor service levels (queue times, cleanliness, accessibility, amenities).
- Resolve passenger escalations and service disruptions.



- Implement customer service initiatives and continuous improvement programs.
- Ensure compliance with PRM (Persons with Reduced Mobility) service standards.
- Coordinate with commercial partners to enhance terminal experience.

2.4 Stakeholder & Partner Coordination

- Lead daily operational briefings with airlines, handlers, and security agencies.
- Maintain strong relationships with government agencies (immigration, customs, police).
- Coordinate with facility management, IT, and maintenance teams.
- Manage communication during irregular operations (IROPs) and major disruptions.

2.5 Resource & Facility Management

- Oversee allocation of terminal resources (gates, counters, baggage belts).
- Ensure availability and functionality of terminal equipment (CUTE/CUPPS, BHS, FIDS).
- Monitor terminal capacity and support infrastructure planning.
- Manage contracts and SLAs with service providers and vendors.

2.6 Reporting & Performance Management

- Track KPIs (OTP, queue times, baggage delivery, safety metrics).
- Produce daily, weekly, and monthly operational reports.
- Analyze trends and implement corrective actions.
- Support budgeting, cost control, and operational planning.

3. Core Competencies

Competency Area	Description
Operational Leadership	Leads multi-agency teams in a dynamic terminal environment.
Regulatory Knowledge	Deep understanding of ICAO, EASA, IATA, and national regulations.
Crisis & IROPs Management	Handles disruptions with structured, calm decision-making.



Competency Area	Description
Customer Experience Focus	Ensures high service quality and passenger satisfaction.
Stakeholder Management	Coordinates effectively with airlines, agencies, and vendors.
Analytical & Planning Skills	Interprets operational data to drive improvements.
Communication Mastery	Clear, authoritative communication across all levels.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aviation management, business, or related field preferred.
- 5+ years of experience in airport operations, terminal management, or ground handling.
- Experience in supervisory or managerial roles within aviation.

4.2 Certifications & Training

- Airport Operations & Terminal Management (ICAO/IATA).
- Aviation Security Certification (per national CAA).
- Safety Management Systems (SMS) training.
- Human Factors / CRM for Ground Operations.
- Emergency Response & Crisis Management training.
- PRM and accessibility compliance training.

5. Physical & Environmental Requirements

- Ability to walk long distances within the terminal.
- Ability to work in high-traffic, high-stress environments.
- Availability for shift work, including nights, weekends, and holidays.
- Ability to respond to emergencies and operational disruptions onsite.

6. Key Performance Indicators (KPIs)

KPI	Target
Passenger Flow Efficiency	Queue times within SLA (e.g., <10 min security)
On-Time Performance (OTP)	≥ 90% flights depart on schedule



KPI	Target
Baggage Delivery Performance	First-bag/last-bag within SLA
Safety & Security Compliance	Zero major non-conformities
Customer Satisfaction	High terminal service quality scores
Incident Response Time	Immediate response to operational disruptions

7. Reporting Structure

- Reports to: Airport Operations Manager / Director of Operations
- Works with: Airlines, Ground Handlers, Security Agencies, Immigration, Customs, Facility Management, IT
- May supervise: Duty Managers, Terminal Supervisors, Customer Service Teams

8. Tools, Equipment & Systems

- Airport Operational Database (AODB)
- Resource management systems (RMS)
- Baggage Handling System (BHS) dashboards
- CUTE/CUPPS platforms
- FIDS and terminal monitoring systems
- Incident management and SMS platforms
- Radio and communication systems

9. Regulatory & Standards Alignment

This role aligns with:

- ICAO Annex 9 – Facilitation
- ICAO Annex 14 – Aerodromes
- IATA ADRM (Airport Development Reference Manual)
- IATA AHM & IGOM
- EASA ADR.OPS & ADR.OR
- National Aviation Security Regulations
- Airport Operator SMS & SOPs

10. Role Purpose Summary



The Airport Terminal Manager ensures the safe, efficient, and customer-focused operation of the airport terminal, coordinating multi-agency stakeholders, maintaining regulatory compliance, and driving operational excellence. This role is central to passenger experience, terminal safety, and overall airport performance.



8.29 — Apron Safety Officer

Job Description (Aviation Ground Operations — Safety & Compliance)

1. Position Overview

The **Apron Safety Officer** is responsible for monitoring, enforcing, and improving safety standards on the airport apron, ensuring full compliance with **ICAO Annex 14, ICAO Doc 9870, ICAO Safety Management Manual (SMM), IATA AHM & IGOM, EASA ADR.OPS**, and airport operator safety programs.

The role proactively identifies hazards, conducts inspections, investigates incidents, and drives continuous improvement in apron safety culture.

This position is the **front-line guardian of apron safety**, ensuring safe aircraft movements, GSE operations, and personnel behavior in a high-risk environment.

2. Key Responsibilities

2.1 Apron Safety Monitoring

- Conduct continuous surveillance of apron operations, including aircraft movements, GSE use, and personnel behavior.
- Identify unsafe acts, unsafe conditions, and procedural deviations.
- Ensure compliance with apron markings, lighting, and safety zones.
- Monitor stand readiness, FOD conditions, and GSE parking discipline.

2.2 Safety Inspections & Audits

- Perform scheduled and unscheduled apron safety inspections.
- Conduct FOD walks and ensure corrective actions are implemented.
- Audit ground handling agents, fueling teams, catering, and maintenance providers.
- Verify compliance with PPE requirements and air-side driving rules.

2.3 Incident & Hazard Management

- Respond to apron incidents, near-misses, and safety events.
- Conduct initial investigations and collect evidence (photos, statements, logs).
- Support root-cause analysis and corrective action development.
- Ensure timely reporting into the Safety Management System (SMS).

2.4 Safety Training & Awareness



- Deliver apron safety briefings and toolbox talks.
- Promote safety culture through campaigns, workshops, and targeted interventions.
- Support competency assessments for airside personnel.
- Provide coaching to ground staff on safe behaviors and procedural compliance.

2.5 Operational Coordination

- Liaise with Ground Operations, ATC, Airport Operations, and GSE Maintenance.
- Coordinate with airlines and handlers on safety issues and improvement plans.
- Support emergency response operations and participate in airport emergency exercises.
- Provide safety input during stand allocation, construction work, and operational changes.

2.6 Documentation & Reporting

- Produce daily safety reports, inspection logs, and incident summaries.
- Track safety KPIs and identify trends for continuous improvement.
- Maintain compliance documentation for audits and regulatory inspections.
- Support SMS performance monitoring and safety risk assessments.

3. Core Competencies

Competency Area	Description
Safety Expertise	Deep understanding of apron hazards, SMS, and regulatory requirements.
Situational Awareness	Maintains a complete operational picture of apron activities.
Analytical Skills	conducts investigations and identifies root causes.
Communication	Clear, authoritative communication with all apron stakeholders.
Leadership & Influence	Driving safety culture through coaching and engagement.
Decision-Making	Acts quickly to mitigate risks in dynamic environments.
Attention to Detail	Identifies subtle hazards and procedural deviations.



4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma required; aviation safety or operations diploma preferred.
- 3–5 years of experience in ground operations, ramp, or safety roles.
- Experience in safety oversight or compliance functions is an advantage.

4.2 Certifications & Training

- Safety Management Systems (ICAO/EASA).
- Ramp Safety & Airside Operations (IGOM-aligned).
- Airside Driving Permit (mandatory).
- Dangerous Goods Regulations (Category 8 or equivalent).
- Human Factors / CRM for Ground Operations.
- Incident Investigation Training (e.g., ICAO ADREP/REPCON methodology).

5. Physical & Environmental Requirements

- Ability to work in all weather conditions on the apron.
- Ability to walk long distances and conduct detailed inspections.
- Work in high-noise environments (hearing protection required).
- Shift work includes nights, weekends, and holidays.
- Ability to respond rapidly to incidents anywhere on the apron.

6. Key Performance Indicators (KPIs)

KPI	Target
Safety Compliance Rate	≥ 98% adherence to apron safety standards
Incident Reduction	Year-on-year reduction in apron incidents and near-misses
Inspection Completion	100% of scheduled inspections completed
Corrective Action Closure	≥ 95% actions closed within SLA
FOD Index	Continuous reduction in FOD findings

7. Reporting Structure

- **Reports to:** Airport Safety Manager / Ground Operations Manager



- **Works with:** Ramp Supervisors, Ground Handlers, ATC, Airport Operations, GSE Maintenance, Airlines
- **May supervise:** Safety Assistants or Safety Marshals (depending on station)

8. Tools, Equipment & Systems

- Safety Management System (SMS) platforms
- Incident reporting and investigation tools
- Airside driving systems and apron surveillance tools
- PPE: high-visibility clothing, hearing protection, safety boots
- FOD detection tools, inspection checklists, and measurement devices
- Radio communication systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 14 – Aerodromes**
- **ICAO Doc 9870 – Runway Incursion Prevention**
- **ICAO Safety Management Manual (SMM)**
- **IATA AHM & IGOM**
- **EASA ADR.OPS & ADR.OR**
- **Airport Operator SMS & SOPs**

10. Role Purpose Summary

The Apron Safety Officer ensures a safe, compliant, and hazard-controlled apron environment by monitoring operations, enforcing standards, investigating incidents, and driving continuous improvement. This role is essential to protecting aircraft, personnel, and infrastructure while strengthening the airport's safety culture.



8.31 — Air Traffic Controller

(Tower / Approach / En Route)

(Aviation — Air Navigation Services / ATC Operations)

1. Position Overview

The **Air Traffic Controller (ATC)** is responsible for the safe, orderly, and expeditious flow of air traffic within assigned airspace sectors or aerodrome control zones.

Controllers may operate in one or more of the following units:

- **Tower (TWR)** — Aerodrome Control
- **Approach (APP)** — Terminal Area Control
- **En Route (ACC)** — Area Control Centre

The role ensures compliance with **ICAO Annex 11, ICAO Doc 4444 (PANS-ATM), ICAO Annex 2, EASA Part-ATS, EUROCONTROL standards**, and national ANSP procedures.

This position is critical to aviation safety, airspace efficiency, and the integrity of the global air traffic management system.

2. Key Responsibilities

2.1 Aerodrome Control (Tower)

- Manage aircraft movements on runways and taxiways.
- Issue takeoff, landing, and crossing clearances.
- Maintain visual separation and monitor aerodrome traffic.
- Coordinate with ground, approach, and airport operations.
- Manage low-visibility operations and runway safety protocols.

2.2 Approach Control (APP)

- Provide radar and procedural control for arrivals and departures.
- Sequence aircraft for landing and manage STARs/SIDs.
- Maintain separation minima (ICAO PANS-ATM).
- Coordinate with tower and en route sectors.
- Manage holding patterns, missed approaches, and ILS intercepts.

2.3 En Route Control (ACC)

- Provide radar and procedural control for aircraft in controlled airspace.



- Maintain horizontal and vertical separation standards.
- Manage sector handovers and airspace flow.
- Coordinate with adjacent FIRs and ATC units.
- Respond to emergencies, weather deviations, and rerouting.

2.4 Safety & Compliance

- Ensure strict adherence to ICAO, EASA, and ANSP procedures.
- Apply airspace classification rules and separation minima.
- Manage emergency situations (e.g., radio failure, fuel emergencies, unlawful interference).
- Participate in safety reporting, incident investigations, and SMS activities.

2.5 Communication & Coordination

- Provide clear, concise, and standardized radio telephony communications.
- Coordinate with pilots, ATC units, airport operations, and flow management (CFMU/ NMOC).
- Manage traffic flow restrictions and slot compliance.
- Issue NOTAM-related operational instructions when required.

2.6 Operational Monitoring & Decision-Making

- Monitor radar displays, flight progress strips, and surveillance systems.
- Anticipate conflicts and apply conflict-resolution techniques.
- Adjust traffic flows due to weather, congestion, or airspace restrictions.
- Maintain situational awareness in dynamic, high-pressure environments.

3. Core Competencies

Competency Area	Description
Situational Awareness	Maintains a complete mental model of traffic and airspace.
Decision-Making	Makes rapid, safety-critical decisions under pressure.
Communication Mastery	Clear, concise, standardized phraseology.
Stress Management	Performs reliably in high-workload environments.
Analytical Thinking	Predicts conflicts and resolves them proactively.



Competency Area	Description
Team Coordination	Works seamlessly with pilots, ATC units, and operations.
Regulatory Knowledge	Deep understanding of ICAO, EASA, and ANSP procedures.

4. Required Qualifications

4.1 Education & Experience

- Completion of an approved ATC training program (ICAO/EASA compliant).
- Operational experience in TWR, APP, or ACC units (depending on rating).
- Experience in high-density or complex airspace is an advantage.

4.2 Certifications & Ratings

- Valid **Air Traffic Controller Licence** (EASA Part-ATS or national equivalent).
- Valid **unit endorsements** (TWR / APP / ACC).
- Valid **medical certificate (Class 3)**.
- English Language Proficiency (ELP) Level 4 or higher.
- Annual competency checks and recurrent training.

5. Physical & Environmental Requirements

- Ability to work in high-stress, high-concentration environments.
- Ability to sit for extended periods (ACC/APP) or stand (TWR).
- Excellent hearing and vision (corrected or uncorrected by medical standards).
- Shift work includes nights, weekends, and holidays.
- Ability to respond to emergencies and maintain composure.

6. Key Performance Indicators (KPIs)

KPI	Target
Safety Performance	Zero loss-of-separation events
Communication Quality	100% compliance with ICAO phraseology
Traffic Flow Efficiency	Adherence to sector capacity and flow rates
Incident Reporting	Active participation in SMS and just culture reporting
Operational Accuracy	Zero procedural deviations

7. Reporting Structure



- **Reports to:** ATC Supervisor / Watch Manager / Chief Controller
- **Works with:** Pilots, Airport Operations, Flow Management (NMOC), Adjacent ATC Units
- **May supervise:** Trainee Controllers (if OJTI-qualified)

8. Tools, Equipment & Systems

- Radar and surveillance systems (PSR, SSR, ADS-B, MLAT)
- Flight data processing systems (FDPS)
- Voice communication systems (VCS)
- Airspace management tools (AMAN/DMAN, MTCD, STCA)
- NOTAM, MET, and AIS systems
- Tower systems (A-SMGCS, lighting panels, ATIS)
- Emergency communication systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Annex 2 – Rules of the Air**
- **ICAO Doc 4444 – PANS-ATM**
- **ICAO Doc 9426 – ATS Planning Manual**
- **EASA Part-ATS**
- **EUROCONTROL ESARRs & Safety Guidelines**
- **National ANSP SOPs & SMS**

10. Role Purpose Summary

The Air Traffic Controller ensures safe, orderly, and efficient movement of aircraft in controlled airspace and aerodrome environments. Through precise communication, rapid decision-making, and strict regulatory compliance, the role safeguards aviation safety and enables the global air traffic system to function reliably.



8.32 — ATC Assistant

(Aviation — Air Navigation Services Support)

1. Position Overview

The **ATC Assistant** provides operational, administrative, and technical support to Air Traffic Controllers in Tower (TWR), Approach (APP), and En Route (ACC) units. The role ensures accurate flight data management, timely coordination, and smooth workflow within the ATC environment, enabling controllers to maintain safe and efficient air traffic operations.

The position operates under the governance of **ICAO Annex 11, ICAO Doc 4444 (PANS-ATM), EASA Part-ATS, EUROCONTROL standards**, and national ANSP procedures.

2. Key Responsibilities

2.1 Flight Data Management

- Prepare, update, and distribute flight progress strips (electronic or paper).
- Input and verify flight plan data, slot times, and ATC clearances.
- Monitor changes in flight status and ensure timely updates to controllers.
- Assist with coordination of departures, arrivals, and overflights.

2.2 Operational Support

- Support controllers with coordination between TWR, APP, ACC, and adjacent FIRs.
- Monitor communication channels and relay non-control information.
- Assist with runway and taxiway status updates, NOTAM information, and weather data.
- Support flow management tasks (slot monitoring, CTOT compliance).

2.3 Administrative & Technical Tasks

- Maintain ATC logs, records, and operational documentation.
- Assist with updating operational displays, ATIS information, and briefing materials.
- Support equipment checks and report system faults to technical teams.
- Manage distribution of operational notices and safety bulletins.

2.4 Safety & Compliance



- Ensure adherence to ICAO, EASA, and ANSP procedures.
- Participate in safety reporting and support incident documentation.
- Maintain situational awareness of operational changes and safety alerts.
- Support emergency response procedures (e.g., communication logging, coordination).

2.5 Communication & Coordination

- Liaise with airport operations, meteorology, AIS, and flow management units.
- Relay non-critical information to pilots when authorized (e.g., ATIS updates).
- Support coordination during irregular operations, weather disruptions, and emergencies.

. Core Competencies

Competency Area	Description
Attention to Detail	Ensures accuracy in flight data and documentation.
Situational Awareness	Maintains awareness of traffic flow and operational context.
Communication	Clear, concise coordination with controllers and stakeholders.
Technical Proficiency	Use ATC systems and tools effectively.
Stress Management	Performs reliably in high-tempo environments.
Teamwork	Supports controllers and integrates into ATC unit workflow.
Regulatory Knowledge	Understands ATC procedures and operational standards.

4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma required; aviation or technical training preferred.
- Experience in aviation operations, dispatch, or airport operations is an advantage.
- Prior exposure to ATC environments beneficial but not mandatory.

4.2 Certifications & Training

- ATC Assistant Training (ANSP-approved).
- Basic Air Traffic Management (ICAO/EASA aligned).
- Aviation English proficiency (Level 4 recommended).



- Safety Management Systems (SMS) awareness.
- Human Factors / CRM for ATC Support Roles.
- Emergency Response & Communication Procedures.

5. Physical & Environmental Requirements

- Ability to work in high-concentration, high-tempo environments.
- Ability to sit for extended periods in operations rooms.
- Excellent hearing and vision (corrected or uncorrected per ANSP standards).
- Shift work includes nights, weekends, and holidays.

6. Key Performance Indicators (KPIs)

KPI	Target
Flight Data Accuracy	≥ 99% error-free data entries
Timeliness of Updates	Immediate updates to controllers and systems
Operational Support Quality	Positive feedback from ATC units
Compliance	Zero procedural deviations
Safety Reporting	Active participation in SMS

7. Reporting Structure

- **Reports to:** ATC Supervisor / Watch Manager
- **Works with:** Air Traffic Controllers (TWR/APP/ACC), AIS, Flow Management, Airport Operations
- **May supervise:** Junior Assistants (depending on unit)

8. Tools, Equipment & Systems

- Flight Data Processing Systems (FDPS)
- Electronic Flight Progress Strip Systems (EFPS)
- ATIS and MET systems
- NOTAM and AIS platforms
- Voice communication systems (VCS)
- Radar display support tools (non-control functions)
- Operational logging systems

9. Regulatory & Standards Alignment



This role aligns with:

- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Doc 4444 – PANS-ATM**
- **ICAO Annex 2 – Rules of the Air**
- **EASA Part-ATS**
- **EUROCONTROL ESARRs & Safety Guidelines**
- **National ANSP SOPs & SMS**

10. Role Purpose Summary

The ATC Assistant ensures the smooth, accurate, and efficient functioning of ATC units by managing flight data, supporting coordination, and maintaining operational readiness. This role enhances controller performance, strengthens safety, and contributes to the reliability of air navigation services.



8.33 — Airspace Planner

(Aviation — Airspace Design, Capacity Management & ATM Strategy)

1. Position Overview

The **Airspace Planner** is responsible for the design, optimization, and strategic management of controlled airspace, routes, procedures, and sector structures to ensure safe, efficient, and environmentally responsible air traffic operations. The role supports long-term and tactical planning for airspace capacity, flow management, and ATM modernization in accordance with **ICAO Annex 11**, **ICAO Doc 4444**, **ICAO Doc 8168 (PANS-OPS)**, **EASA Part-ATS**, **EUROCONTROL Airspace Design Guidelines**, and national ANSP policies.

This position is central to shaping the performance, safety, and scalability of national and regional airspace systems.

2. Key Responsibilities

2.1 Airspace Design & Optimization

- Develop and optimize airspace structures, sectors, and route networks.
- Design SIDs, STARs, holding patterns, and instrument flight procedures in coordination with PANS-OPS specialists.
- Conduct airspace simulations and capacity assessments.
- Implement changes to support traffic growth, environmental goals, and operational efficiency.

2.2 Capacity & Flow Management

- Analyze traffic demand, sector loads, and flow constraints.
- Propose capacity enhancements and sectorization changes.
- Coordinate with Flow Management Units (e.g., NMOC) on ATFM measures.
- Support seasonal and event-based airspace planning (e.g., military exercises, major events).

2.3 Strategic ATM Planning

- Contribute to national and regional ATM modernization programs (e.g., SESAR).
- Support implementation of new technologies (ADS-B, PBN, Free Route Airspace).
- Participate in long-term airspace strategy development and regulatory consultations.



- Assess impacts of UAV/U-Space integration and emerging airspace users.

2.4 Safety & Regulatory Compliance

- Ensure airspace designs comply with ICAO, EASA, and national regulations.
- Conduct safety assessments and risk analysis for airspace changes.
- Support incident investigations related to airspace structure or design.
- Maintain documentation for regulatory approvals and audits.

2.5 Stakeholder Coordination

- Coordinate with ATC units (TWR/APP/ACC), airlines, military authorities, and airport operators.
- Facilitate airspace change consultations and working groups.
- Liaise with environmental authorities on noise and emissions impacts.
- Support cross-border coordination with adjacent FIRs.

2.6 Data Analysis & Reporting

- Analyze radar data, traffic patterns, and performance metrics.
- Produce airspace performance reports and capacity studies.
- Maintain airspace databases, charts, and design documentation.
- Support continuous improvement initiatives based on operational feedback.

3. Core Competencies

Competency Area	Description
Airspace & ATM Expertise	Deep understanding of airspace structures, ATS routes, and sectorization.
Analytical & Modelling Skills	Uses simulations, traffic data, and capacity models effectively.
Safety & Regulatory Knowledge	Applies ICAO, EASA, and national standards rigorously.
Strategic Thinking	Balances long-term planning with operational realities.
Communication & Facilitation	Engages diverse stakeholders and manages consultations.
Problem-Solving	Resolves complex airspace conflicts and constraints.



Competency Area	Description
Attention to Detail	Ensures accuracy in airspace design and documentation.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aviation, engineering, air traffic management, or related field.
- 3–5 years of experience in ATC, airspace design, flow management, or ATM planning.
- Experience with airspace modelling tools is an advantage.

4.2 Certifications & Training

- ICAO Airspace Design / PANS-OPS awareness training.
- EUROCONTROL Airspace Design or Network Operations training.
- Safety Management Systems (SMS) training.
- Human Factors in ATM.
- Environmental impact assessment awareness (preferred).

5. Physical & Environmental Requirements

- Ability to work in office and operations-room environments.
- Ability to analyze complex data for extended periods.
- Availability for occasional travel to coordination meetings and workshops.
- Ability to participate in simulation exercises and operational trials.

6. Key Performance Indicators (KPIs)

KPI	Target
Airspace Efficiency	Reduced delays, shorter routes, improved sector throughput
Safety Compliance	Zero non-conformities in airspace design approvals
Capacity Enhancement Delivery	On-time implementation of airspace improvements
Stakeholder Satisfaction	Positive feedback from ATC, airlines, and regulators



KPI	Target
Environmental Performance	Reduced noise footprints and emissions where applicable

7. Reporting Structure

- **Reports to:** Head of Airspace Management / ATM Planning Manager
- **Works with:** ATC Units, Flow Management, PANS-OPS Specialists, Military Authorities, Airlines, Airport Operators
- **May supervise:** Junior Airspace Planners or Analysts

8. Tools, Equipment & Systems

- Airspace modelling and simulation tools (e.g., NEST, TAAM, RAMS Plus)
- GIS and mapping software
- Flight data analysis tools
- Airspace design databases and charting systems
- ATM performance dashboards
- Regulatory documentation platforms

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Doc 4444 – PANS-ATM**
- **ICAO Doc 8168 – PANS-OPS**
- **ICAO Annex 2 – Rules of the Air**
- **EASA Part-ATS & Airspace Regulations**
- **EUROCONTROL Airspace Design Guidelines**
- **National ANSP SMS & SOPs**

10. Role Purpose Summary

The Airspace Planner ensures the safe, efficient, and future-ready design and management of national and regional airspace. Through data-driven planning, regulatory compliance, and strategic coordination, the role enhances airspace capacity, reduces delays, and supports the evolution of modern air traffic management.



8.34 — Aeronautical Information Services (AIS) Officer (Aviation — Aeronautical Information Management & Data Integrity)

1. Position Overview

The **Aeronautical Information Services (AIS) Officer** is responsible for collecting, validating, managing, and disseminating aeronautical information essential for the safety, regularity, and efficiency of air navigation.

The role ensures that all aeronautical data including NOTAMs, AIP updates, charts, flight procedures, and digital datasets meets the accuracy, integrity, and timeliness requirements defined by **ICAO Annex 15**, **ICAO PANS-AIM (Doc 10066)**, **ICAO Annex 4**, **EASA Part-AIS**, and national ANSP standards.

This position is central to the transition from traditional AIS to modern **Aeronautical Information Management (AIM)**, supporting digital data quality, system interoperability, and global information exchange.

2. Key Responsibilities

2.1 Aeronautical Data Collection & Validation

- Collect aeronautical data from airports, ATC units, military authorities, and other stakeholders.
- Validate data accuracy, completeness, and compliance with ICAO data quality requirements (DQR).
- Ensure correct classification of data integrity levels (critical, essential, routine).
- Maintain traceability and version control of all aeronautical information.

2.2 NOTAM Management

- Prepare, validate, and issue NOTAMs in accordance with ICAO Annex 15 and national procedures.
- Monitor NOTAM validity, cancellations, and updates.
- Coordinate with originators to ensure clarity, accuracy, and operational relevance.
- Support digital NOTAM implementation and harmonization.

2.3 AIP & Charting Support

- Assist in the production and maintenance of the Aeronautical Information Publication (AIP).
- Support updates to AIP Supplements, AICs, and charting products.



- Coordinate AIRAC cycle updates and ensure timely publication.
- Liaise with PANS-OPS and airspace design teams for procedure updates.

2.4 Digital AIM & Data Management

- Maintain aeronautical databases (e.g., eAIP, AIXM datasets).
- Support transition to digital AIM systems and SWIM-compatible platforms.
- Ensure data integrity, metadata management, and quality assurance.
- Conduct consistency checks between digital and published information.

2.5 Flight Planning & Briefing Support

- Provide pre-flight information services to pilots and operators.
- Prepare briefing packages including NOTAMs, weather, and AIS updates.
- Support electronic briefing systems and self-briefing platforms.
- Assist with flight plan acceptance and validation (where applicable).

2.6 Safety, Compliance & Quality Assurance

- Ensure compliance with ICAO, EASA, and national AIS/AIM regulations.
- Participate in safety reporting, audits, and quality management activities.
- Support incident investigations related to aeronautical information errors.
- Maintain documentation for regulatory oversight and certification.

3. Core Competencies

Competency Area	Description
Data Quality & Integrity	Ensures accuracy, consistency, and reliability of aeronautical data.
Regulatory Knowledge	Deep understanding of ICAO Annex 15, PANS-AIM, and AIS standards.
Analytical Skills	Evaluates complex aeronautical information and identifies discrepancies.
Attention to Detail	Maintains high precision in data entry, validation, and publication.
Communication	Coordinates effectively with originators, ATC, and operators.
Technical Proficiency	Uses AIM systems, databases, and digital tools confidently.



Competency Area	Description

Time Management	Meets strict AIRAC deadlines and operational timelines.

4. Required Qualifications

4.1 Education & Experience

- Secondary school diploma required; aviation, GIS, or data-related diploma preferred.
- 1–3 years of experience in AIS, ATC, airport operations, or aviation data management.
- Experience with AIM systems or aeronautical charting is an advantage.

4.2 Certifications & Training

- AIS/AIM Training (ICAO/EASA compliant).
- NOTAM Office Training (NOF).
- Data Quality Requirements (DQR) training.
- AIXM / eAIP / digital AIM systems training (preferred).
- Safety Management Systems (SMS) awareness.
- Human Factors for AIS/AIM roles.

5. Physical & Environmental Requirements

- Ability to work in office and operations-room environments.
- Ability to focus on detailed data for extended periods.
- Shift work may be required depending on national AIS structure.
- Ability to respond to urgent NOTAM or data updates during operational events.

6. Key Performance Indicators (KPIs)

KPI	Target
Data Accuracy	≥ 99.9% accuracy in published aeronautical information
NOTAM Quality	Zero incorrect or unclear NOTAMs issued
AIRAC Compliance	100% on-time publication
Error Reporting & Resolution	All discrepancies resolved within SLA
Stakeholder Satisfaction	Positive feedback from ATC, operators, and regulators

7. Reporting Structure



- **Reports to:** AIS/AIM Supervisor / Head of Aeronautical Information Management
- **Works with:** ATC Units, Airspace Planners, PANS-OPS Specialists, Airport Operators, Military Authorities, Flight Operations
- **May supervise:** AIS Assistants or Data Technicians

8. Tools, Equipment & Systems

- AIM databases (AIXM-based systems)
- eAIP production tools
- NOTAM systems (NOF platforms)
- Charting and GIS tools
- Flight briefing systems
- MET, AIS, and ATFM information platforms
- SMS and quality management systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 15 – Aeronautical Information Services**
- **ICAO Annex 4 – Aeronautical Charts**
- **ICAO PANS-AIM (Doc 10066)**
- **ICAO Doc 8126 – AIS Manual**
- **EASA Part-AIS**
- **EUROCONTROL AIM Guidelines**
- **National ANSP SMS & SOPs**

10. Role Purpose Summary

The AIS Officer ensures the accuracy, integrity, and timely dissemination of aeronautical information essential for safe and efficient air navigation. Through rigorous data management, regulatory compliance, and operational coordination, the role supports pilots, ATC, and the wider aviation system with reliable, high-quality aeronautical information.



8.35 — Air Traffic Flow Manager

(Aviation — Air Traffic Flow & Capacity Management / Network Operations)

1. Position Overview

The **Air Traffic Flow Manager (ATFM/ATFCM)** is responsible for balancing air traffic demand with available airspace and airport capacity to ensure safe, orderly, and efficient traffic flows across the network.

The role monitors traffic loads, identifies constraints, implements flow measures, and coordinates with ATC units, airlines, airports, and the Network Manager (NM).

This position operates under **ICAO Doc 9971 (ATFM Manual)**, **ICAO Annex 11**, **ICAO Doc 4444**, **EASA ATFCM regulations**, and **Eurocontrol NMOC procedures**.

The Air Traffic Flow Manager is central to maintaining network stability, minimizing delays, and ensuring optimal use of airspace and airport resources.

2. Key Responsibilities

2.1 Traffic Monitoring & Demand–Capacity Balancing

- Monitor real-time traffic flows, sector loads, and airport capacities.
- Identify potential overloads, bottlenecks, and capacity shortfalls.
- Implement ATFCM measures (regulations, CTOTs, reroutes, level capping).
- Coordinate with ATC units to adjust sector configurations and staffing.

2.2 Strategic, Pre-Tactical & Tactical Planning

- Participate in daily network planning (D-1) with NM and stakeholders.
- Assess weather impacts, military activity, and airport constraints.
- Develop tactical plans for peak periods, disruptions, and special events.
- Support post-operations analysis and continuous improvement.

2.3 Coordination with Stakeholders

- Liaise with ATC units (TWR/APP/ACC), airlines, airports, and military authorities.
- Coordinate with Eurocontrol NMOC on regulations, slot allocation, and rerouting.
- Communicate flow measures and operational updates to all stakeholders.
- Support collaborative decision-making (A-CDM) processes at airports.

2.4 Operational Decision-Making



- Apply flow management principles to maintain safety and efficiency.
- Resolve conflicts between demand and capacity through optimized measures.
- Adjust regulations based on evolving traffic and weather conditions.
- Support crisis management during major disruptions (e.g., volcanic ash, strikes).

2.5 Data Analysis & Reporting

- Analyze traffic patterns, delays, and ATFCM performance indicators.
- Produce daily, weekly, and monthly flow management reports.
- Identify trends and propose capacity enhancements or procedural changes.
- Maintain accurate records of ATFCM decisions and outcomes.

2.6 Safety & Compliance

- Ensure all ATFCM actions comply with ICAO, EASA, and national regulations.
- Participate in safety assessments and incident investigations.
- Support SMS reporting and risk management activities.
- Maintain documentation for audits and regulatory oversight.

3. Core Competencies

Competency Area	Description
Situational Awareness	Maintains a complete operational picture of network traffic.
Analytical Skills	Interprets complex traffic data and capacity models.
Decision-Making	Makes rapid, safety-critical decisions under pressure.
Communication	Clear, concise coordination with ATC, NM, airlines, and airports.
Strategic Thinking	Balances long-term planning with real-time operations.
Regulatory Knowledge	Deep understanding of ICAO, EASA, and NM procedures.
Problem-Solving	Resolves capacity constraints and operational conflicts.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aviation, air traffic management, or related field preferred.



- 3–5 years of experience in ATC, flow management, airspace planning, or network operations.
- Experience in high-density or complex airspace environments is an advantage.

4.2 Certifications & Training

- ATFCM/ATFM Training (ICAO/EASA/Eurocontrol compliant).
- Network Manager Operations Centre (NMOC) training (preferred).
- Safety Management Systems (SMS) training.
- Human Factors in ATM.
- Crisis & Irregular Operations Management.
- Collaborative Decision-Making (A-CDM) training.

5. Physical & Environmental Requirements

- Ability to work in high-tempo, high-concentration operational environments.
- Ability to sit for extended periods in operations rooms.
- Excellent hearing and vision (corrected or uncorrected per ANSP standards).
- Shift work includes nights, weekends, and holidays.
- Ability to respond to operational disruptions and emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Network Delay Reduction	Year-on-year reduction in ATFCM delays
Regulation Accuracy	Measures applied only when necessary and proportionate
CTOT Compliance	High adherence to slot times by operators
Stakeholder Coordination	Positive feedback from ATC, airlines, and NM
Safety Compliance	Zero procedural deviations

7. Reporting Structure

- **Reports to:** Head of Flow Management / Network Operations Manager
- **Works with:** ATC Units, Eurocontrol NMOC, Airlines, Airport Operators, Military Authorities
- **May supervise:** Flow Management Assistants or Analysts

8. Tools, Equipment & Systems



- Network Manager systems (NOP Portal, ETFMS)
- ATFCM decision-support tools
- Radar and traffic monitoring systems
- Meteorological and NOTAM platforms
- A-CDM and airport operations systems
- SMS and performance dashboards
- Communication and coordination systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Doc 9971 – ATFM Manual**
- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Doc 4444 – PANS-ATM**
- **EASA ATFCM Regulations**
- **EUROCONTROL NMOC Procedures**
- **National ANSP SMS & SOPs**

10. Role Purpose Summary

The Air Traffic Flow Manager ensures the safe, efficient, and balanced flow of air traffic across the network by managing demand–capacity relationships, coordinating with stakeholders, and implementing strategic and tactical flow measures. This role is essential to maintaining network stability, minimizing delays, and supporting the overall performance of the air traffic management system.



8.36 — ATC Supervisor

(Aviation — Air Traffic Services / Operational Leadership)

1. Position Overview

The **ATC Supervisor** is responsible for the operational oversight, leadership, and tactical management of Air Traffic Control units (Tower, Approach, or En Route).

The role ensures safe, orderly, and efficient air traffic operations by supervising controllers, managing workload distribution, resolving operational issues, and maintaining compliance with **ICAO Annex 11**, **ICAO Doc 4444**, **EASA Part-ATS**, **EUROCONTROL ESARRs**, and national ANSP procedures.

The ATC Supervisor is the **on-shift operational leader**, safeguarding safety, performance, and service continuity.

2. Key Responsibilities

2.1 Operational Oversight

- Supervise real-time ATC operations within assigned unit (TWR/APP/ACC).
- Monitor traffic levels, sector loads, and controller workload.
- Adjust sector configurations, staffing, and break rotations as required.
- Ensure compliance with minimum separation procedures, and safety standards.
- Manage operational transitions (e.g., low-visibility operations, runway changes).

2.2 Safety & Incident Management

- Act as first responder for operational incidents, deviations, and emergencies.
- Initiate immediate safety actions and coordinate with relevant units.
- Conduct preliminary incident assessments and secure evidence.
- Ensure timely reporting into the Safety Management System (SMS).
- Support post-incident reviews and corrective action implementation.

2.3 Team Leadership & Performance Management

- Provide leadership, coaching, and support to ATC staff on duty.
- Conduct on-the-job assessments and performance monitoring.
- Mentor trainee controllers and support OJT activities (if qualified).
- Address operational or behavioral issues promptly and professionally.



- Promote a positive safety culture and just-culture principles.

2.4 Coordination & Communication

- Coordinate with adjacent ATC units, flow management, airport operations, and military authorities.
- Communicate operational changes, constraints, and safety alerts to the team.
- Liaise with technical teams regarding system outages or equipment issues.
- Support collaborative decision-making (A-CDM) processes at airports.

2.5 Resource & Capacity Management

- Ensure adequate staffing levels and skill mix for operational demand.
- Manage shift handovers, duty logs, and operational briefings.
- Support planning for special events, weather disruptions, and peak periods.
- Provide input to long-term capacity planning and sectorization reviews.

2.6 Compliance & Quality Assurance

- Ensure adherence to ICAO, EASA, and ANSP procedures.
- Conduct operational audits, line checks, and compliance monitoring.
- Support updates to SOPs, checklists, and operational manuals.
- Participate in regulatory inspections and internal quality reviews.

3. Core Competencies

Competency Area	Description
Operational Leadership	Leads ATC teams in dynamic, high-pressure environments.
Situational Awareness	Maintains a complete operational picture across sectors.
Decision-Making	Makes rapid, safety-critical decisions with confidence.
Communication Mastery	Clear, authoritative communication with controllers and stakeholders.
Safety & Compliance Discipline	Applies regulatory and procedural standards rigorously.
Team Management	Coaches, mentors, and supports controller performance.



Competency Area	Description
Problem-Solving	Resolves operational conflicts and resource constraints.

4. Required Qualifications

4.1 Education & Experience

- Valid Air Traffic Controller license with unit endorsements (TWR/APP/ACC).
- Minimum 3–5 years of operational ATC experience.
- Experience in high-density or complex airspace preferred.
- Prior leadership or supervisory experience is an advantage.

4.2 Certifications & Training

- ATC Supervisor / Watch Manager training (ANSP-approved).
- Safety Management Systems (SMS) training.
- Human Factors & Team Resource Management (TRM).
- Crisis & Emergency Response training.
- Technical systems and contingency operations training.

5. Physical & Environmental Requirements

- Ability to work in high-concentration, high-stress environments.
- Ability to sit or stand for extended periods depending on unit.
- Excellent hearing and vision (corrected or uncorrected by medical standards).
- Shift work includes nights, weekends, and holidays.
- Ability to respond rapidly to operational emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Safety Performance	Zero loss-of-separation events attributable to supervision
Operational Continuity	No preventable service disruptions
Team Performance	Positive controller feedback and competency outcomes
Incident Response	Immediate and effective response to operational events
Compliance	Zero procedural deviations or audit findings

7. Reporting Structure



- **Reports to:** Chief Controller / ATC Operations Manager
- **Works with:** Controllers (TWR/APP/ACC), Flow Management, Airport Operations, Technical Services, Military Authorities
- **May supervise:** Controllers, Trainees, ATC Assistants

8. Tools, Equipment & Systems

- Radar and surveillance systems (PSR, SSR, ADS-B, MLAT)
- Flight Data Processing Systems (FDPS)
- Voice Communication Systems (VCS)
- ATC decision-support tools (STCA, MTCD, AMAN/DMAN)
- A-SMGCS and tower systems (lighting, ATIS, runway status)
- SMS and incident reporting platforms
- Operational logging and shift management systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Annex 2 – Rules of the Air**
- **ICAO Doc 4444 – PANS-ATM**
- **EUROCONTROL ESARRs & Safety Guidelines**
- **EASA Part-ATS**
- **National ANSP SMS & SOPs**

10. Role Purpose Summary

The ATC Supervisor ensures the safe, efficient, and compliant delivery of air traffic services by providing real-time leadership, operational oversight, and safety management. This role is essential to maintaining service continuity, supporting controller performance, and safeguarding the integrity of the air traffic management system.



8.37 — ATC Training Instructor

Job Description (Aviation — Air Traffic Services Training & Competency Development)

1. Position Overview

The **ATC Training Instructor** is responsible for delivering theoretical, simulator, and on-the-job training (OJT) to Air Traffic Controllers and ATC Assistants.

The role ensures trainees achieve and maintain the competencies required for safe, efficient, and compliant air traffic service delivery in accordance with **ICAO Annex 1, ICAO Annex 11, ICAO Doc 10056 (ATC Training Manual), EASA Part-ATS, EUROCONTROL Training Guidelines**, and national ANSP standards.

This position is central to developing controller proficiency, maintaining operational excellence, and supporting the long-term capability of the ATC workforce.

2. Key Responsibilities

2.1 Training Delivery

- Deliver classroom instruction on ATC theory, procedures, human factors, and regulations.
- Conduct simulator training sessions (basic, intermediate, and pre-OJT).
- Provide structured OJT in operational units (TWR/APP/ACC) if OJT-endorsed.
- Assess trainee performance and provide constructive feedback.
- Ensure training aligns with approved syllabi and competency frameworks.

2.2 Competency Assessment

- Conduct formative and summative assessments of trainee performance.
- Evaluate readiness for unit endorsement, license issue, or progression.
- Document trainee progress, strengths, and areas for improvement.
- Participate in validation boards and examination panels.
- Ensure assessments comply with just-culture and fairness principles.

2.3 Training Program Development

- Contribute to the design and updating of training syllabi, lesson plans, and materials.
- Support development of simulation scenarios and competency-based exercises.
- Integrate new technologies, procedures, and regulatory changes into training.



- Participate in training needs analysis and curriculum reviews.

2.4 Safety & Compliance

- Ensure training activities comply with ICAO, EASA, and ANSP training regulations.
- Maintain accurate training records for regulatory oversight.
- Support safety investigations where training factors are involved.
- Promote safety culture, human factors awareness, and just-culture principles.

2.5 Operational Coordination

- Liaise with ATC Supervisors, Chief Controllers, and Training Managers.
- Coordinate trainee placements, rotations, and simulator schedules.
- Provide operational feedback to improve training content and procedures.
- Support transition training for new systems, airspace changes, or procedures.

2.6 Continuous Professional Development

- Maintain instructor qualifications and operational competence.
- Participate in recurrent training, instructor workshops, and peer reviews.
- Stay current with ATM developments, regulatory updates, and best practices.

3. Core Competencies

Competency Area	Description
Instructional Expertise	Delivers effective, structured training across multiple formats.
Operational Knowledge	Deep understanding of ATC procedures, systems, and regulations.
Assessment Skills	Evaluates trainee performance objectively and consistently.
Communication Mastery	Clear, supportive, and authoritative communication.
Coaching & Mentoring	Guides trainees through complex learning curves.
Human Factors Awareness	Integrates HF principles into training and assessment.
Professional Judgement	Make fair, safety-focused decisions about trainee readiness.

4. Required Qualifications



4.1 Education & Experience

- Valid Air Traffic Controller license with relevant unit endorsements.
- Minimum 3–5 years of operational ATC experience.
- Experience in high-density or complex airspace preferred.
- Prior training or mentoring experience is an advantage.

4.2 Certifications & Training

- Approved ATC Instructor Course (ICAO/EASA/ANSP compliant).
- OJTI endorsement (if delivering on-the-job training).
- Safety Management Systems (SMS) training.
- Human Factors & Team Resource Management (TRM).
- Assessment & Competency-Based Training (CBT/EBT) methodology.
- Simulator Instructor training (preferred).

5. Physical & Environmental Requirements

- Ability to work in classroom, simulator, and operational environments.
- Ability to maintain high concentration during extended training sessions.
- Excellent hearing and vision (corrected or uncorrected by medical standards).
- Shift work may be required for OJT activities.
- Ability to respond to operational or training-related emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Training Effectiveness	High trainees pass rates and competency outcomes
Assessment Accuracy	Zero regulatory findings on assessment quality
Training Delivery Quality	Positive trainee and peer feedback
Curriculum Compliance	100% adherence to approved training programs
Safety & Reporting	Active participation in SMS and just-culture reporting

7. Reporting Structure

- **Reports to:** ATC Training Manager / Head of Training
- **Works with:** ATC Supervisors, Chief Controllers, Trainees, Simulator Technicians, Human Factors Specialists



- **May supervise:** Trainee Controllers, Assistant Instructors

8. Tools, Equipment & Systems

- ATC simulators (TWR/APP/ACC)
- Training management systems (TMS)
- Lesson planning and e-learning platforms
- Radar and surveillance systems (for OJT)
- Voice communication systems (VCS)
- SMS and competency assessment tools
- Operational manuals, SOPs, and regulatory documentation

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 1 – Personnel Licensing**
- **ICAO Annex 11 – Air Traffic Services**
- **ICAO Doc 10056 – ATC Training Manual**
- **ICAO Doc 4444 – PANS-ATM**
- **EASA Part-ATS & ATCO Licensing Regulations**
- **EUROCONTROL Training Guidelines (ECTL)**
- **National ANSP SMS & Training SOPs**

10. Role Purpose Summary

The ATC Training Instructor ensures the development, competency, and operational readiness of Air Traffic Controllers through structured training, rigorous assessment, and continuous coaching. This role is essential to maintaining the safety, performance, and long-term resilience of the air traffic management system.



8.30 — Airport Security Screener

(Aviation — Security Screening & Access Control)

1. Position Overview

The **Airport Security Screener** is responsible for conducting security screening of passengers, cabin baggage, hold baggage, staff, and airport supplies to prevent prohibited items from entering secure areas or aircraft.

The role ensures compliance with **ICAO Annex 17**, **ECAC Doc 30**, **EU 2015/1998**, **EASA ADR.OPS**, and national aviation security programs.

This position is critical to safeguarding civil aviation against acts of unlawful interference and maintaining the integrity of airport security operations.

2. Key Responsibilities

2.1 Passenger & Cabin Baggage Screening

- Operate X-ray machines, advanced imaging technology (AIT), ETD equipment, and metal detectors.
- Identify prohibited items and apply appropriate resolution procedures.
- Conduct manual bag searches and secondary screening when required.
- Ensure compliance with liquids, aerosols, and gels (LAGs) regulations.
- Provide clear instructions to passengers to facilitate efficient screening.

2.2 Hold Baggage Screening (HBS)

- Operate Explosive Detection Systems (EDS) and Explosive Trace Detection (ETD).
- Review and interpret X-ray images for Level 1/Level 2 screening.
- Escalate suspect bags to Level 3 screening or security supervisors.
- Maintain chain-of-custody procedures for suspect items.

2.3 Staff, Vehicle & Access Control Screening

- Verify airport ID cards, access permits, and authorization documents.
- Screen staff, contractors, and vehicles entering restricted areas.
- Enforce access control procedures and prevent unauthorized entry.
- Conduct random screening in accordance with national security programs.

2.4 Security Compliance & Incident Response



- Apply security protocols for prohibited items, weapons, and dangerous goods.
- Respond to alarms, suspicious behavior, and security breaches.
- Support emergency procedures and coordinate with airport police when required.
- Document incidents, confiscations, and security irregularities.

2.5 Customer Service & Passenger Interaction

- Provide clear, respectful communication to passengers during screening.
- Assist passengers with special needs (PRM), families, and inexperienced travelers.
- Maintain professionalism during stressful or confrontational situations.
- Promote a positive passenger experience while upholding strict security standards.

2.6 Equipment Operation & Maintenance

- Conduct pre-shift equipment checks and report malfunctions.
- Maintain cleanliness and readiness of screening lanes.
- Follow SOPs for equipment calibration, testing, and fault reporting.

3. Core Competencies

Competency Area	Description
Threat Detection Skills	Accurately identifies prohibited items and anomalies.
Regulatory Knowledge	Understands ICAO, ECAC, and national security rules.
Attention to Detail	Maintains high vigilance and accuracy under pressure.
Communication	Provides clear, calm instructions for passengers and staff.
Customer Service	Balances security enforcement with respectful interaction.
Stress Management	Performs reliably in high-volume, high-pressure environments.
Integrity & Professionalism	Upholds strict confidentiality and ethical standards.

4. Required Qualifications



4.1 Education & Experience

- Secondary school diploma or equivalent.
- Experience in security, law enforcement, or customer service is an advantage.
- Prior aviation security experience preferred but not mandatory.

4.2 Certifications & Training

- National Aviation Security Screener Certification (per CAA requirements).
- X-ray image interpretation training (ECAC Standard Test Piece / CBT).
- Explosive Trace Detection (ETD) training.
- Human Factors & Security Awareness training.
- Conflict management and de-escalation training.
- First Aid and emergency response awareness (preferred).

5. Physical & Environmental Requirements

- Ability to stand for extended periods.
- Ability to lift and handle baggage up to standard weight limits.
- Work in high-traffic, high-noise environments.
- Shift work includes nights, weekends, and holidays.
- Ability to maintain focus during repetitive tasks.

6. Key Performance Indicators (KPIs)

KPI	Target
Threat Detection Rate	Meets or exceeds national test standards
Screening Efficiency	Queue times within SLA
Compliance	Zero regulatory non-conformities
Customer Interaction Quality	Positive passenger feedback
Incident Reporting	Accurate and timely reporting of all security events

7. Reporting Structure

- **Reports to:** Security Supervisor / Security Duty Manager
- **Works with:** Airport Police, Airline Staff, Ground Handling, Terminal Operations



- **May supervise:** Junior Screeners (depending on certification level)

8. Tools, Equipment & Systems

- X-ray screening systems
- Advanced Imaging Technology (AIT)
- Explosive Trace Detection (ETD)
- Walk-through and handheld metal detectors
- Access control systems
- CCTV and security monitoring tools
- Incident reporting platforms

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 17 – Security**
- **ICAO Security Manual (Doc 8973)**
- **ECAC Doc 30 – Security**
- **EU Regulation 2015/1998**
- **EASA ADR.OPS**
- **National Aviation Security Programme (NASP)**
- **Airport Operator Security SOPs**

10. Role Purpose Summary

The Airport Security Screener protects civil aviation by preventing prohibited items, weapons, and threats from entering secure areas or aircraft. Through vigilance, professionalism, and regulatory compliance, the role ensures passenger safety, operational integrity, and the security of the airport environment.



8.38 — Aircraft Maintenance Technician (A&P / B1 / B2) (Aviation — Line & Base Maintenance / Certifying Staff)

1. Position Overview

The **Aircraft Maintenance Technician (AMT)** — also referred to as **A&P Mechanic (FAA)** or **B1/B2 Certifying Staff (EASA)** — is responsible for performing, inspecting, troubleshooting, and certifying aircraft maintenance tasks to ensure continued airworthiness and regulatory compliance.

The role covers mechanical systems (**A&P / B1**) and avionics/electrical systems (**B2**), depending on license category.

This position operates under **ICAO Annex 6, ICAO Annex 8, EASA Part-145 & Part-66, FAA 14 CFR Part 43/65**, and OEM maintenance data.

The AMT is central to flight safety, reliability, and operational continuity.

2. Key Responsibilities

2.1 Line & Base Maintenance

- Perform scheduled and unscheduled maintenance tasks on aircraft systems.
- Conduct daily checks, transit checks, A-checks, and defect rectification.
- Support base maintenance activities (C-checks, structural inspections, modifications).
- Ensure all work is performed in accordance with AMM, SRM, IPC, and approved data.

2.2 Troubleshooting & Defect Rectification

- Diagnose mechanical, electrical, and avionics faults.
- Use test equipment, BITE tools, and diagnostic software.
- Perform corrective actions and verify system functionality.
- Document troubleshooting steps and corrective measures.

2.3 Certification & Release to Service (B1/B2/A&P)

- Certify work performed within license privileges and company authorizations.
- Ensure accurate completion of maintenance records, logbooks, and CRS entries.
- Verify compliance with airworthiness directives (ADs), service bulletins (SBs), and engineering orders.

2.4 Safety, Compliance & Quality Assurance



- Ensure strict adherence to EASA/FAA regulations, MOE/MCM procedures, and SMS requirements.
- Maintain tool control, FOD prevention, and safe working practices.
- Report hazards, occurrences, and non-conformities.
- Participate in audits, quality checks, and continuous improvement initiatives.

2.5 Component Handling & System Testing

- Remove, install, and test aircraft components and LRUs.
- Perform functional and operational tests (engine runs, avionics checks, hydraulic tests).
- Ensure correct use of calibrated tools and test equipment.

2.6 Documentation & Technical Records

- Complete work cards, task sheets, and digital maintenance entries.
- Ensure traceability of parts, materials, and consumables.
- Support technical records and engineering departments with accurate data.

2.7 Operational Support

- Coordinate with flight crew, dispatch, and maintenance control.
- Support AOG recovery, remote maintenance, and rapid response tasks.
- Assist with MEL/CDL compliance and operational decision-making.

3. Core Competencies

Competency Area	Description
Technical Expertise	Deep understanding of aircraft systems, maintenance data, and troubleshooting.
Regulatory Knowledge	Apply EASA/FAA/ICAO standards rigorously.
Attention to Detail	Ensures precision in maintenance and documentation.
Safety Discipline	Maintains strict adherence to SMS and safe working practices.
Problem-Solving	Diagnoses complex faults efficiently.
Communication	Coordinates effectively with crew, engineering, and operations.
Time Management	Perform tasks efficiently under operational time constraints.



4. Required Qualifications

4.1 Education & Experience

- Technical diploma in aviation maintenance or equivalent.
- Experience in line or base maintenance on commercial or general aviation aircraft.
- Experience with specific aircraft types (Airbus, Boeing, regional jets, turboprops) preferred.

4.2 Certifications & Licensing

EASA Pathway:

- EASA Part-66 Licence: **B1.1 / B1.2 / B2** (as applicable).
- Company authorizations for specific aircraft types (Type Ratings).

FAA Pathway:

- **FAA A&P Certificate** (Airframe & Powerplant).
- Type-specific training (OEM or Part 147).

Common Requirements:

- Human Factors training.
- Fuel Tank Safety (FTS) Levels 1 & 2.
- EWIS (Electrical Wiring Interconnection Systems).
- SMS & Safety Reporting training.
- Continuation training per MOE/MCM.

5. Physical & Environmental Requirements

- Ability to work in confined spaces, heights, and varying weather conditions.
- Ability to lift tools, components, and equipment within standard limits.
- Work in high-noise, high-activity environments.
- Shift work includes nights, weekends, and holidays.
- Ability to respond to AOG and operational emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Maintenance Quality	Zero repeat defects attributable to maintenance



KPI	Target
Documentation Accuracy	100% compliant and error-free records
On-Time Performance (OTP)	Maintenance tasks completed within operational windows
Safety Compliance	Zero safety violations or tool control discrepancies
AOG Recovery Efficiency	Rapid response and resolution within SLA

7. Reporting Structure

- **Reports to:** Maintenance Supervisor / Line Maintenance Manager / Base Maintenance Manager
- **Works with:** Engineering, Maintenance Control, Flight Crew, Quality Assurance, Stores & Logistics
- **May supervise:** Junior Technicians, Apprentices, or Trainees (depending on authorization)

8. Tools, Equipment & Systems

- Aircraft Maintenance Manuals (AMM), Wiring Diagrams (WDM), IPC, SRM
- Diagnostic tools, BITE systems, avionics test equipment
- Torque wrenches, calibrated tools, borescopes
- Maintenance information systems (MIS/MRO software)
- PPE and safety equipment
- Ground support equipment (GSE)

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-145 & Part-66**
- **FAA 14 CFR Part 43 & Part 65**
- **OEM Maintenance Data (AMM, SRM, CMM)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary



The Aircraft Maintenance Technician ensures the continued airworthiness, safety, and reliability of aircraft through precise maintenance, troubleshooting, and certification. This role is essential to flight safety, operational performance, and regulatory compliance across the aviation maintenance ecosystem.



8.39 — Avionics Technician

(Aviation — Avionics Maintenance, Troubleshooting & Certification)

1. Position Overview

The **Avionics Technician** is responsible for inspecting, maintaining, troubleshooting, repairing, and certifying aircraft electrical, electronic, and communication/navigation systems.

The role ensures compliance with **ICAO Annex 6 & 8, EASA Part-145/Part-66 (B2), FAA 14 CFR Part 43/65**, and OEM maintenance data.

This position is critical to aircraft airworthiness, flight safety, and operational reliability, particularly in modern fleets with advanced digital and fly-by-wire systems.

2. Key Responsibilities

2.1 Avionics Maintenance & Repair

- Perform scheduled and unscheduled maintenance on avionics systems.
- Inspect, test, and repair communication, navigation, surveillance, and flight control electronics.
- Maintain electrical power systems, wiring, connectors, and circuit protection devices.
- Conduct functional tests using OEM-approved procedures and test equipment.

2.2 Troubleshooting & Diagnostics

- Diagnose faults using BITE (Built-In Test Equipment), multimeters, oscilloscopes, and avionics test benches.
- Interpret wiring diagrams, schematics, and digital troubleshooting guides.
- Rectify defects and verify system performance post-repair.
- Document troubleshooting steps and corrective actions.

2.3 Certification & Release to Service (B2 / A&P with Avionics Authorization)

- Certify avionics work within licence privileges and company authorizations.
- Complete CRS entries, logbook updates, and digital maintenance records.
- Ensure compliance with ADs, SBs, engineering orders, and modification instructions.

2.4 Safety, Compliance & Quality Assurance



- Adhere to EASA/FAA regulations, MOE/MCM procedures, and SMS requirements.
- Maintain tool control, FOD prevention, and safe working practices.
- Report hazards, occurrences, and non-conformities.
- Participate in audits and quality inspections.

2.5 Component Handling & System Testing

- Remove, install, and test LRUs (Line Replaceable Units).
- Perform avionics system checks (CVR/FDR tests, TCAS, ADS-B, ELT, ILS/VOR, GPS).
- Conduct electrical load analysis and continuity checks.
- Ensure correct use of calibrated test equipment.

2.6 Documentation & Technical Records

- Complete work cards, task sheets, and digital MIS entries.
- Ensure traceability of parts, materials, and consumables.
- Support engineering and technical records with accurate data.

2.7 Operational Support

- Coordinate with flight crew, dispatch, and maintenance control.
- Support AOG recovery, remote troubleshooting, and rapid response tasks.
- Assist with MEL/CDL compliance and operational decision-making.

3. Core Competencies

Competency Area	Description
Avionics Expertise	Deep understanding of aircraft electrical and electronic systems.
Diagnostic Skills	Efficiently identifies and resolves complex avionics faults.
Regulatory Knowledge	Apply EASA/FAA/ICAO standards rigorously.
Attention to Detail	Ensures precision in wiring, testing, and documentation.
Safety Discipline	Maintains strict adherence to SMS and safe working practices.
Technical Communication	Coordinates effectively with engineering and operations.



Competency Area	Description
Time Management	Perform tasks efficiently under operational constraints.

4. Required Qualifications

4.1 Education & Experience

- Technical diploma in avionics, electronics, or aircraft maintenance.
- Experience in line or base avionics maintenance on commercial or general aviation aircraft.
- Experience with modern avionics suites (Airbus, Boeing, Garmin, Collins, Honeywell) preferred.

4.2 Certifications & Licensing

EASA Pathway:

- EASA Part-66 License: **B2** (or B2/B1.1 combined).
- Aircraft type ratings for specific fleets.

FAA Pathway:

- FAA A&P Certificate with avionics experience **or**
- FAA Repairman Certificate (Avionics) under Part 145.
- OEM or Part 147 avionics training.

Common Requirements:

- Human Factors training.
- EWIS (Electrical Wiring Interconnection Systems).
- Fuel Tank Safety (FTS) Levels 1 & 2.
- SMS & Safety Reporting training.
- Continuation training per MOE/MCM.

5. Physical & Environmental Requirements

- Ability to work in confined spaces, heights, and varying weather conditions.
- Ability to lift tools, components, and equipment within standard limits.
- Work in high-noise, high-activity environments.
- Shift work includes nights, weekends, and holidays.
- Ability to respond to AOG and operational emergencies.



6. Key Performance Indicators (KPIs)

KPI	Target
Avionics Reliability	Zero repeat defects attributable to avionics maintenance
Documentation Accuracy	100% compliant and error-free records
On-Time Performance (OTP)	Avionics tasks completed within operational windows
Safety Compliance	Zero safety violations or tool control discrepancies
AOG Recovery Efficiency	Rapid response and resolution within SLA

7. Reporting Structure

- **Reports to:** Avionics Supervisor / Line Maintenance Manager / Base Maintenance Manager
- **Works with:** Engineering, Maintenance Control, Flight Crew, Quality Assurance, Stores & Logistics
- **May supervise:** Junior Avionics Technicians or Apprentices

8. Tools, Equipment & Systems

- Avionics test equipment (oscilloscopes, multimeters, pitot-static testers)
- BITE tools and diagnostic software
- Wiring diagrams, WDM, AMM, IPC, SRM
- Maintenance information systems (MIS/MRO software)
- PPE and safety equipment
- Ground support equipment (GSE)

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-145 & Part-66 (B2)**
- **FAA 14 CFR Part 43 & Part 65**
- **OEM Maintenance Data (AMM, WDM, CMM)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary



The Avionics Technician ensures the safety, reliability, and airworthiness of aircraft electrical and electronic systems through precise maintenance, troubleshooting, and certification. This role is essential to modern aircraft operations, where avionics performance directly influences flight safety and operational efficiency.



8.40 — Structures Technician

(Aviation — Structural Maintenance, Repairs & Modifications)

1. Position Overview

The **Structures Technician** is responsible for inspecting, repairing, modifying, and restoring aircraft structural components, including metallic and composite structures. The role ensures compliance with **ICAO Annex 6 & 8, EASA Part-145/Part-66, FAA 14 CFR Part 43/65**, and OEM structural repair manuals (SRM), supporting both line and base maintenance environments.

This position is critical to aircraft airworthiness, structural integrity, and long-term fleet reliability.

2. Key Responsibilities

2.1 Structural Inspections

- Perform detailed and general visual inspections (DVI/GVI) of aircraft structures.
- Identify corrosion, cracks, deformation, delamination, and other structural defects.
- Conduct NDT-supported inspections (with NDT personnel) as required.
- Document findings and recommend corrective actions.

2.2 Structural Repairs (Metallic)

- Perform sheet metal repairs including cutting, drilling, riveting, and forming.
- Repair or replace skins, frames, stringers, ribs, and panels.
- Fabricate structural components using approved data and tooling.
- Apply corrosion prevention treatments and sealants.

2.3 Composite Repairs

- Perform composite layup, curing, sanding, and bonding repairs.
- Repair honeycomb structures, randoms, fairings, and control surfaces.
- Use vacuum bagging, heat blankets, and autoclave processes (where applicable).
- Ensure compliance with OEM composite repair procedures.

2.4 Modifications & Structural Upgrades

- Install structural modifications by engineering orders and service bulletins.



- Support STC installations and structural reconfigurations.
- Ensure correct use of jigs, fixtures, and alignment tools.

2.5 Safety, Compliance & Quality Assurance

- Follow EASA/FAA regulations, MOE/MCM procedures, and SMS requirements.
- Maintain tool control, FOD prevention, and safe working practices.
- Ensure all repairs comply with SRM, AMM, and approved engineering data.
- Participate in audits, quality checks, and safety reporting.

2.6 Documentation & Technical Records

- Complete work cards, repair reports, and digital maintenance entries.
- Ensure traceability of materials, fasteners, and consumables.
- Provide accurate documentation for engineering and technical records.

2.7 Operational Support

- Coordinate with engineering, avionics, and mechanical teams.
- Support AOG recovery and rapid structural repair tasks.
- Assist with MEL/CDL compliance and structural impact assessments.

3. Core Competencies

Competency Area	Description
Structural Repair Expertise	Skilled in metallic and composite repair techniques.
Technical Precision	Performs repairs with high accuracy and craftsmanship.
Regulatory Knowledge	Apply EASA/FAA/ICAO standards rigorously.
Problem-Solving	Diagnoses structural issues and proposes compliant solutions.
Safety Discipline	Maintains strict adherence to SMS and safe working practices.
Documentation Accuracy	Ensures precise repair records and traceability.
Team Coordination	Works effectively with engineering and maintenance teams.

4. Required Qualifications



4.1 Education & Experience

- Technical diploma in aircraft structures, sheet metal, or composite repair.
- Experience in line or base structural maintenance on commercial or general aviation aircraft.
- Experience with composite repairs and modern aircraft materials preferred.

4.2 Certifications & Licensing

EASA Pathway:

- EASA Part-66 Licence: **B1.1** or **A** (with structural repair authorization).
- Company authorizations for structural repair tasks.

FAA Pathway:

- FAA A&P Certificate **or**
- FAA Repairman Certificate (Structures) under Part 145.

Common Requirements:

- Human Factors training.
- Fuel Tank Safety (FTS) Levels 1 & 2.
- EWIS awareness (for structural areas).
- Composite repair training (OEM or Part 147).
- SMS & Safety Reporting training.

5. Physical & Environmental Requirements

- Ability to work in confined spaces, heights, and varying weather conditions.
- Ability to lift tools, materials, and structural components.
- Work in high-noise, high-activity environments.
- Shift work includes nights, weekends, and holidays.
- Ability to respond to AOG and operational emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Repair Quality	Zero rework or repeat structural defects
Documentation Accuracy	100% compliant and error-free repair records



KPI	Target
On-Time Performance (OTP)	Structural tasks completed within operational windows
Safety Compliance	Zero safety violations or tool control discrepancies
AOG Recovery Efficiency	Rapid structural repair response within SLA

7. Reporting Structure

- **Reports to:** Structures Supervisor / Base Maintenance Manager / Line Maintenance Manager
- **Works with:** Engineering, Avionics, Mechanical Technicians, NDT Specialists, Quality Assurance
- **May supervise:** Junior Structures Technicians or Apprentices

8. Tools, Equipment & Systems

- Sheet metal tools (riveters, drills, shears, brakes, formers)
- Composite repair tools (vacuum pumps, heat blankets, curing equipment)
- NDT support tools (with certified NDT personnel)
- AMM, SRM, IPC, WDM, and engineering drawings
- Maintenance information systems (MIS/MRO software)
- PPE and safety equipment
- Ground support equipment (GSE)

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-145 & Part-66**
- **FAA 14 CFR Part 43 & Part 65**
- **OEM Structural Repair Manuals (SRM)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary

The Structures Technician ensures the structural integrity, safety, and airworthiness of aircraft through precise metallic and composite repairs, inspections, and modifications.



This role is essential to maintaining fleet reliability, preventing structural failures, and supporting safe flight operations.



8.41 — Maintenance Planner

(Aviation — Maintenance Planning, Scheduling & Continuing Airworthiness Support)

1. Position Overview

The **Maintenance Planner** is responsible for developing, coordinating, and optimizing aircraft maintenance plans to ensure regulatory compliance, operational reliability, and efficient use of maintenance resources.

The role supports both **line and base maintenance**, integrating requirements from the Maintenance Program (MP), OEM documentation, reliability data, and operational constraints.

This position operates under **ICAO Annex 6, EASA Part-M/Part-CAMO/Part-145, FAA 14 CFR Part 43/91/121**, and airline/MRO maintenance control procedures.

The Maintenance Planner is central to ensuring aircraft availability, minimizing downtime, and maintaining continued airworthiness.

2. Key Responsibilities

2.1 Maintenance Planning & Scheduling

- Develop short-, medium-, and long-term maintenance plans for the fleet.
- Schedule routine tasks (A-checks, C-checks, structural inspections, component changes).
- Coordinate with operations to align maintenance with flight schedules.
- Ensure compliance with MP intervals, ADs, SBs, and engineering orders.

2.2 Work Package Preparation

- Create detailed work packages for line and base maintenance events.
- Ensure all required materials, tools, equipment, and manpower are identified.
- Verify availability of parts, consumables, and special tooling.
- Coordinate with logistics, engineering, and maintenance control.

2.3 Maintenance Programme & Airworthiness Compliance

- Monitor task intervals, life-limited parts (LLPs), and hard-time components.
- Track compliance with ADs, SBs, and mandatory inspections.
- Ensure accurate forecasting of upcoming maintenance requirements.
- Support CAMO in maintaining continued airworthiness records.



2.4 Data Analysis & Reliability Support

- Analyze maintenance data, defect trends, and reliability reports.
- Recommend adjustments to maintenance intervals or task cards.
- Support reliability meetings and continuous improvement initiatives.
- Provide planning input for fleet performance and cost optimization.

2.5 Coordination & Communication

- Liaise with line/base maintenance teams, engineering, logistics, and operations.
- Coordinate heavy maintenance slots with MROs and external providers.
- Communicate planning changes, constraints, and priorities to stakeholders.
- Support AOG recovery planning and rapid rescheduling.

2.6 Documentation & Systems Management

- Maintain accurate planning data in MIS/MRO systems.
- Update task cards, job instructions, and maintenance forecasts.
- Ensure proper archiving of maintenance records and compliance documentation.
- Support audits and regulatory inspections.

3. Core Competencies

Competency Area	Description
Maintenance Planning Expertise	Understands MP, task intervals, and maintenance workflows.
Regulatory Knowledge	Applies EASA/FAA/ICAO requirements rigorously.
Analytical Skills	Interprets maintenance data and forecasts accurately.
Attention to Detail	Ensures precision in planning and documentation.
Communication	Coordinates effectively across engineering and operations.
Problem-Solving	Resolves scheduling conflicts and resource constraints.
Time Management	Manages multiple planning horizons efficiently.

4. Required Qualifications



4.1 Education & Experience

- Technical diploma or degree in aviation maintenance, engineering, or related field.
- 2–5 years of experience in maintenance planning, CAMO, or MRO operations.
- Experience with specific aircraft types (Airbus, Boeing, regional jets) preferred.

4.2 Certifications & Training

- EASA Part-M/Part-CAMO/Part-145 awareness training.
- Maintenance Planning & Reliability training (OEM or industry).
- Human Factors training.
- SMS & Safety Reporting training.
- MIS/MRO system training (AMOS, TRAX, Rusada, etc.).

5. Physical & Environmental Requirements

- Ability to work in office and hangar environments.
- Ability to review technical data for extended periods.
- Occasional travel to MROs or maintenance stations.
- Ability to support operational disruptions and AOG events.

6. Key Performance Indicators (KPIs)

KPI	Target
Maintenance Plan Compliance	≥ 98% adherence to planned tasks
Aircraft Availability	High fleet availability with minimal downtime
Documentation Accuracy	100% compliant and error-free planning records
On-Time Maintenance Execution	Work packages delivered on schedule
Regulatory Compliance	Zero audit findings related to planning

7. Reporting Structure

- **Reports to:** Maintenance Planning Manager / CAMO Manager / Engineering Manager
- **Works with:** Line & Base Maintenance, Engineering, Logistics, Operations Control, Quality Assurance
- **May supervise:** Planning Assistants or Junior Planners



8. Tools, Equipment & Systems

- Maintenance Information System (MIS/MRO software: AMOS, TRAX, Rusada, etc.)
- OEM documentation (AMM, MPD, SRM, IPC)
- Reliability and performance dashboards
- Planning and scheduling tools
- Technical records systems
- SMS and quality management platforms

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-M / Part-CAMO / Part-145**
- **FAA 14 CFR Part 43, 91, 121**
- **OEM Maintenance Data (MPD, AMM, SBs, ADs)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary

The Maintenance Planner ensures the safe, compliant, and efficient execution of aircraft maintenance by developing optimized plans, coordinating resources, and supporting continued airworthiness. This role is essential to fleet reliability, operational performance, and regulatory integrity.



8.42 — Continuing Airworthiness Management Engineer (CAMO)

(Aviation — Continuing Airworthiness, Engineering & Compliance Oversight)

1. Position Overview

The **Continuing Airworthiness Management Engineer (CAMO Engineer)** is responsible for ensuring the ongoing airworthiness, safety, and regulatory compliance of the aircraft fleet.

The role manages maintenance programs, reliability analysis, airworthiness directives, technical records, and engineering support in accordance with **ICAO Annex 6 & 8, EASA Part-CAMO/Part-M, FAA 14 CFR Part 43/91/121**, and OEM requirements.

This position is central to fleet safety, regulatory oversight, and long-term asset integrity.

2. Key Responsibilities

2.1 Continuing Airworthiness Management

- Ensure aircraft remain airworthy and compliant with regulatory requirements.
- Monitor compliance with the approved Maintenance Programme (MP).
- Track life-limited parts (LLPs), hard-time components, and structural inspections.
- Manage Airworthiness Directives (ADs), Service Bulletins (SBs), and mandatory instructions.

2.2 Engineering & Technical Support

- Provide engineering assessments for defects, damage, and technical issues.
- Develop engineering orders, repair instructions, and technical justifications.
- Liaise with OEMs, design organizations (DOA), and regulators for technical approvals.
- Support troubleshooting and root-cause analysis for recurring defects.

2.3 Reliability & Performance Monitoring

- Conduct reliability analysis using operational and maintenance data.
- Identify trends, recurring defects, and system performance issues.
- Recommend MP changes, task escalations, or interval adjustments.
- Present findings in reliability review boards (RRBs).



2.4 Maintenance Programme Management

- Develop, review, and update the aircraft Maintenance Program.
- Incorporate MPD revisions, AD/SB requirements, and reliability findings.
- Ensure MP alignment with EASA/FAA regulations and OEM recommendations.
- Coordinate MP changes with competent authority.

2.5 Airworthiness Records & Documentation

- Maintain accurate continuing airworthiness records (Part-CAMO requirements).
- Ensure traceability of components, repairs, and modifications.
- Support audits, regulatory inspections, and airworthiness reviews.
- Prepare documentation for ARC issuance or renewal.

2.6 Fleet Configuration & Modifications

- Manage aircraft configuration control and modification status.
- Track STCs, repairs, and engineering changes.
- Ensure configuration data is accurate in MIS/MRO systems.
- Support aircraft delivery, redelivery, and lease transitions.

2.7 Coordination & Stakeholder Management

- Liaise with Part-145 maintenance organizations, operations, and quality assurance.
- Coordinate with maintenance planning, logistics, and technical records.
- Communicate engineering decisions and airworthiness requirements to stakeholders.
- Support AOG recovery and operational decision-making.

3. Core Competencies

Competency Area	Description
Airworthiness Expertise	Deep understanding of EASA/FAA/ICAO regulations and OEM data.
Analytical Skills	Interprets reliability data and technical findings accurately.
Engineering Judgement	Provides sound technical decisions and justifications.



Competency Area	Description
Documentation Precision	Maintains accurate, compliant airworthiness records.
Communication	Coordinates effectively with regulators, OEMs, and maintenance teams.
Problem-Solving	Resolves complex technical and airworthiness issues.
Safety & Compliance Discipline	Applies SMS and regulatory standards rigorously.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aeronautical engineering, mechanical engineering, or related field.
- 3–7 years of experience in CAMO, engineering, or maintenance operations.
- Experience with specific aircraft types (Airbus, Boeing, regional jets) preferred.

4.2 Certifications & Training

- EASA Part-CAMO / Part-M / Part-145 awareness training.
- Reliability & Maintenance Programme training.
- Human Factors training.
- SMS & Safety Reporting training.
- EWIS, FTS, and relevant aircraft type training (preferred).
- ARC Signatory authorization (if applicable).

5. Physical & Environmental Requirements

- Ability to work in office, hangar, and airside environments.
- Ability to review technical data for extended periods.
- Occasional travel to maintenance stations, MROs, or regulatory meetings.
- Ability to support operational disruptions and AOG events.

6. Key Performance Indicators (KPIs)

KPI	Target
Airworthiness Compliance	Zero overdue ADs, SBs, or MP tasks
Reliability Performance	Reduction in recurring defects and system failures



KPI	Target
Documentation Accuracy	100% compliant and audit-ready records
Fleet Availability	High aircraft availability with minimal technical delays
Regulatory Findings	Zero major findings during audits or inspections

7. Reporting Structure

- **Reports to:** Continuing Airworthiness Manager / CAMO Manager / Engineering Manager
- **Works with:** Part-145 Maintenance, Planning, Technical Records, Quality Assurance, OEMs, Regulators
- **May supervise:** Junior Engineers, Technical Analysts, or Records Specialists

8. Tools, Equipment & Systems

- Maintenance Information Systems (MIS/MRO software: AMOS, TRAX, Rusada, etc.)
- OEM Documentation (MPD, AMM, SRM, IPC, CMM)
- Reliability and performance dashboards
- Airworthiness records systems
- SMS and quality management platforms
- Configuration control and engineering change tools

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-CAMO / Part-M / Part-145**
- **FAA 14 CFR Part 43, 91, 121**
- **OEM Maintenance Data (MPD, AMM, SBs, ADs)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary

The Continuing Airworthiness Management Engineer ensures the safety, reliability, and regulatory compliance of the aircraft fleet through rigorous engineering oversight, maintenance program management, and airworthiness control. This role is essential to



maintaining continued airworthiness, minimizing operational risk, and supporting long-term fleet performance.



8.43 — Aircraft Engineer (B1 Mechanical / B2 Avionics)

(Aviation — Certifying Engineer for Line & Base Maintenance)

1. Position Overview

The **Aircraft Engineer** licensed under **EASA Part-66 (B1 Mechanical / B2 Avionics)** or **FAA A&P with avionics authorization** is responsible for performing, supervising, and certifying aircraft maintenance tasks to ensure continued airworthiness and regulatory compliance.

The role covers mechanical/structural systems (**B1**) and avionics/electrical systems (**B2**), depending on license category and company authorizations.

This position is critical to flight safety, operational reliability, and the integrity of the maintenance release process.

2. Key Responsibilities

2.1 Line & Base Maintenance Execution

- Perform scheduled and unscheduled maintenance tasks on aircraft systems.
- Conduct daily checks, transit checks, A-checks, and defect rectification.
- Support base maintenance activities (C-checks, structural inspections, modifications).
- Ensure all work is performed in accordance with AMM, SRM, IPC, WDM, and approved data.

2.2 Troubleshooting & Technical Diagnosis

- Diagnose mechanical, electrical, and avionics faults using BITE tools, test equipment, and OEM procedures.
- Perform corrective actions and verify system functionality.
- Document troubleshooting steps and corrective measures.

2.3 Certification & Release to Service

- Certify maintenance tasks within licence privileges and company authorizations.
- Issue Certificates of Release to Service (CRS) in accordance with Part-145/FAA requirements.
- Ensure accurate completion of logbooks, work cards, and digital maintenance records.
- Verify compliance with ADs, SBs, engineering orders, and MP requirements.



2.4 Safety, Compliance & Quality Assurance

- Ensure strict adherence to EASA/FAA regulations, MOE/MCM procedures, and SMS requirements.
- Maintain tool control, FOD prevention, and safe working practices.
- Report hazards, occurrences, and non-conformities.
- Participate in audits, quality checks, and continuous improvement initiatives.

2.5 Component Handling & System Testing

- Remove, install, and test aircraft components and LRUs.
- Perform functional and operational tests (engine runs, avionics checks, hydraulic tests).
- Ensure correct use of calibrated tools and test equipment.

2.6 Documentation & Technical Records

- Complete work cards, task sheets, and digital MIS entries.
- Ensure traceability of parts, materials, and consumables.
- Support engineering and technical records with accurate data.

2.7 Operational Coordination

- Coordinate with flight crew, dispatch, maintenance control, and engineering.
- Support AOG recovery, remote troubleshooting, and rapid response tasks.
- Assist with MEL/CDL compliance and operational decision-making.

3. Core Competencies

Competency Area	Description
Technical Mastery	Deep understanding of aircraft systems and maintenance data.
Regulatory Compliance	Apply EASA/FAA/ICAO standards rigorously.
Diagnostic Skills	Efficiently identifies and resolve complex faults.
Safety Discipline	Maintains strict adherence to SMS and safe working practices.
Documentation Precision	Ensures accurate, compliant maintenance records.



Competency Area	Description
Communication	Coordinates effectively with crew, engineering, and operations.
Leadership (if B1/B2 Certifying Staff)	Guides technicians and ensures task quality.

4. Required Qualifications

4.1 Education & Experience

- Technical diploma or degree in aircraft maintenance, avionics, or engineering.
- Experience in line or base maintenance on commercial or general aviation aircraft.
- Experience with specific aircraft types (Airbus, Boeing, regional jets) preferred.

4.2 Certifications & Licensing

EASA Pathway:

- EASA Part-66 Licence:
 - **B1.1 / B1.2** (Mechanical)
 - **B2** (Avionics)
- Aircraft type ratings for specific fleets.
- Company authorizations for CRS privileges.

FAA Pathway:

- **FAA A&P Certificate** with avionics experience **or**
- FAA Repairman Certificate (Avionics/Mechanical) under Part 145.
- OEM or Part 147 training.

Common Requirements:

- Human Factors training.
- EWIS (Electrical Wiring Interconnection Systems).
- Fuel Tank Safety (FTS) Levels 1 & 2.
- SMS & Safety Reporting training.
- Continuation training per MOE/MCM.

5. Physical & Environmental Requirements

- Ability to work in confined spaces, heights, and varying weather conditions.



- Ability to lift tools, components, and equipment within standard limits.
- Work in high-noise, high-activity environments.
- Shift work includes nights, weekends, and holidays.
- Ability to respond to AOG and operational emergencies.

6. Key Performance Indicators (KPIs)

KPI	Target
Maintenance Quality	Zero repeat defects attributable to maintenance
Documentation Accuracy	100% compliant and error-free records
On-Time Performance (OTP)	Maintenance tasks completed within operational windows
Safety Compliance	Zero safety violations or tool control discrepancies
AOG Recovery Efficiency	Rapid response and resolution within SLA

7. Reporting Structure

- **Reports to:** Line Maintenance Manager / Base Maintenance Manager / Engineering Manager
- **Works with:** Technicians, Engineering, Maintenance Control, Flight Crew, Quality Assurance
- **May supervise:** Technicians, Apprentices, or Trainees (depending on authorization)

8. Tools, Equipment & Systems

- AMM, SRM, IPC, WDM, CMM, MPD
- Diagnostic tools, BITE systems, avionics test equipment
- Torque wrenches, calibrated tools, borescopes
- Maintenance information systems (MIS/MRO software)
- PPE and safety equipment
- Ground support equipment (GSE)

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**



- **EASA Part-145 & Part-66**
- **FAA 14 CFR Part 43 & Part 65**
- **OEM Maintenance Data (AMM, SRM, CMM)**
- **Airport Operator SMS & MRO Quality Systems**

10. Role Purpose Summary

The Aircraft Engineer ensures the continued airworthiness, safety, and reliability of aircraft through expert maintenance, troubleshooting, and certification. This role is essential to flight safety, operational performance, and regulatory compliance across the aviation maintenance ecosystem.



8.44 — Quality Assurance Engineer

Job Description (Aviation — Quality Assurance, Compliance Monitoring & Continuous Improvement)

1. Position Overview

The **Quality Assurance Engineer** ensures that maintenance, engineering, and operational activities comply with regulatory requirements, organizational procedures, and industry standards.

The role conducts audits, monitors compliance, analyzes risks, and drives continuous improvement across Part-145, Part-CAMO, Part-M, and Part-21 environments.

This position is central to maintaining safety, regulatory integrity, and organizational performance within the aviation quality system.

2. Key Responsibilities

2.1 Quality & Compliance Monitoring

- Conduct internal audits across maintenance, engineering, CAMO, and operational departments.
- Verify compliance with EASA/FAA regulations, MOE/MCM/CAME procedures, and SMS requirements.
- Monitor adherence to OEM data, engineering instructions, and maintenance standards.
- Identify non-conformities and ensure timely corrective and preventive actions (CAPA).

2.2 Safety & Risk Management

- Support hazard identification, risk assessments, and safety investigations.
- Analyze trends in occurrences, audit findings, and reliability data.
- Recommend risk mitigations and monitor their effectiveness.
- Promote safety culture and just-culture principles.

2.3 Continuous Improvement

- Lead root-cause analysis (RCA) using structured methodologies (5-Why, Fishbone, FMEA).
- Support process optimization, standardization, and quality improvement initiatives.
- Develop and update procedures, checklists, and quality documentation.



- Facilitate cross-functional improvement workshops.

2.4 Regulatory & Certification Support

- Support regulatory inspections and external audits (CAA, EASA, FAA, IOSA).
- Maintain organizational approvals and ensure ongoing compliance.
- Coordinate with Part-145, Part-CAMO, and Part-21 teams on certification matters.
- Ensure staff qualifications, authorizations, and training records remain compliant.

2.5 Supplier & MRO Oversight

- Conduct audits of suppliers, MROs, and contracted service providers.
- Evaluate supplier performance, quality systems, and regulatory compliance.
- Monitor corrective actions and contractual quality requirements.

2.6 Documentation & Quality Records

- Maintain audit reports, CAPA records, and compliance monitoring data.
- Ensure proper document control and revision management.
- Support digital quality management systems (QMS) and reporting dashboards.

2.7 Training & Awareness

- Deliver quality and compliance training to maintenance and engineering staff.
- Promote awareness of regulatory changes, best practices, and quality standards.
- Support human factors and SMS training initiatives.

3. Core Competencies

Competency Area	Description
Regulatory Expertise	Deep understanding of EASA/FAA/ICAO requirements.
Audit & Compliance Skills	Conducts audits and identifies non-conformities effectively.
Analytical Thinking	Interprets data, trends, and root causes accurately.
Communication	Clear, authoritative communication with all stakeholders.
Problem-Solving	Develops practical, compliant solutions to quality issues.
Attention to Detail	Ensures precision in audits, documentation, and analysis.



Competency Area	Description
Integrity & Professionalism	Upholds impartiality and ethical standards.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aeronautical engineering, mechanical engineering, or related field.
- 3–7 years of experience in aviation maintenance, engineering, CAMO, or quality assurance.
- Experience in Part-145/Part-CAMO/Part-21 environments preferred.

4.2 Certifications & Training

- Auditor certification (ISO 9001, AS9100, or equivalent).
- EASA Part-145 / Part-CAMO / Part-M / Part-21 training.
- Human Factors training.
- SMS & Safety Reporting training.
- Root-cause analysis and CAPA methodology training.
- Quality management systems (QMS) training.

5. Physical & Environmental Requirements

- Ability to work in office, hangar, and airside environments.
- Ability to conduct inspections in confined spaces, heights, and varying weather conditions.
- Occasional travel for supplier/MRO audits.
- Ability to support operational disruptions and regulatory inspections.

6. Key Performance Indicators (KPIs)

KPI	Target
Audit Completion Rate	100% of planned audits completed on time
CAPA Closure Performance	≥ 95% actions closed within SLA
Regulatory Findings	Zero major findings during external audits
Quality Improvement Impact	Demonstrable reduction in repeat findings



KPI	Target
Documentation Accuracy	100% compliant and audit-ready records

7. Reporting Structure

- **Reports to:** Quality Manager / Compliance Monitoring Manager
- **Works with:** Part-145 Maintenance, CAMO, Engineering, Safety, Training, Supply Chain, Regulators
- **May supervise:** Quality Auditors, Quality Inspectors, or Analysts

8. Tools, Equipment & Systems

- Quality Management Systems (QMS)
- Audit management tools and dashboards
- Maintenance Information Systems (MIS/MRO software)
- OEM documentation (AMM, SRM, MPD, SBs, ADs)
- SMS and risk management platforms
- Document control systems

9. Regulatory & Standards Alignment

This role aligns with:

- ICAO Annex 6 & 8
- EASA Part-145 / Part-CAMO / Part-M / Part-21
- FAA 14 CFR Part 43, 91, 121, 145
- ISO 9001 / AS9100 Quality Standards
- OEM Maintenance Data
- Airport Operator SMS & Quality Systems

10. Role Purpose Summary

The Quality Assurance Engineer ensures the safety, compliance, and continuous improvement of aviation maintenance and engineering operations through rigorous auditing, risk management, and quality oversight. This role is essential to maintain regulatory approvals, minimizing operational risk, and strengthening organizational performance.



8.45 — Reliability Engineer

(Aviation — Reliability, Data Analytics & Maintenance Program Optimization)

1. Position Overview

The Reliability Engineer is responsible for monitoring, analyzing, and improving the reliability and performance of the aircraft fleet.

The role identifies trends, recurring defects, and systemic issues, and provides engineering recommendations to optimize the Maintenance Program (MP), reduce operational disruptions, and ensure continued airworthiness.

This position operates under ICAO Annex 6 & 8, EASA Part-CAMO/Part-M, FAA 14 CFR Part 43/91/121, and OEM reliability requirements.

The Reliability Engineer is central to data-driven airworthiness management and long-term fleet performance.

2. Key Responsibilities

2.1 Reliability Monitoring & Analysis

- Collect, validate, and analyze reliability data from maintenance, operations, and technical records.
- Monitor fleet performance indicators (dispatch reliability, MTBUR, MTBF, repeat defects).
- Identify trends, recurring defects, and abnormal failure patterns.
- Conduct statistical analysis to support engineering decisions.

2.2 Maintenance Programme Optimization

- Recommend changes to task intervals, thresholds, and inspection requirements.
- Support escalation or de-escalation of MP tasks based on reliability evidence.
- Incorporate MPD revisions, AD/SB impacts, and engineering findings.
- Prepare proposals for MP amendments and coordinate regulatory approval.

2.3 Technical Investigations & Root-Cause Analysis

- Lead investigations into recurring defects, in-service failures, and reliability events.
- Apply structured RCA methodologies (5-Why, Fishbone, FMEA).
- Develop corrective and preventive actions (CAPA) with engineering and maintenance teams.



- Monitor effectiveness of implemented actions.

2.4 Reliability Reporting & Governance

- Prepare monthly and quarterly reliability reports for management and regulators.
- Present findings to Reliability Review Boards (RRBs) and Engineering Review Boards (ERBs).
- Maintain reliability dashboards and performance metrics.
- Ensure compliance with EASA/FAA reliability programme requirements.

2.5 Fleet Performance & Operational Support

- Support operational decision-making during technical disruptions.
- Provide engineering input for AOG events, chronic defects, and MEL/CDL issues.
- Coordinate with OEMs, DOAs, and MROs on reliability-related matters.
- Support aircraft redelivery, induction, and configuration reviews.

2.6 Data Quality & Systems Management

- Ensure accuracy and completeness of reliability data in MIS/MRO systems.
- Develop data validation routines and quality checks.
- Support digitalization initiatives and predictive maintenance tools.

3. Core Competencies

Competency Area	Description
Analytical Expertise	Strong statistical and engineering analysis capability.
Airworthiness Knowledge	Deep understanding of EASA/FAA/ICAO reliability requirements.
Problem-Solving	Identifies root causes and develops effective corrective actions.
Technical Communication	Presents complex data clearly to technical and non-technical audiences.
Attention to Detail	Ensures accuracy in data, reports, and engineering recommendations.
Systems Thinking	Understands interactions between systems, maintenance, and operations.



Competency Area	Description
Continuous Improvement Mindset	Drives optimization of MP and fleet performance.

4. Required Qualifications

4.1 Education & Experience

- Bachelor's degree in aeronautical engineering, mechanical engineering, or related field.
- 3–7 years of experience in CAMO, engineering, reliability, or maintenance operations.
- Experience with specific aircraft types (Airbus, Boeing, regional jets) preferred.

4.2 Certifications & Training

- EASA Part-CAMO / Part-M / Part-145 awareness training.
- Reliability & statistical analysis training (OEM or industry).
- Human Factors training.
- SMS & Safety Reporting training.
- Predictive maintenance and data analytics tools (preferred).
- EWIS, FTS, and aircraft type training (advantageous).

5. Physical & Environmental Requirements

- Ability to work in office, hangar, and airside environments.
- Ability to review technical and statistical data for extended periods.
- Occasional travel to maintenance stations, MROs, or OEM meetings.
- Ability to support operational disruptions and AOG events.

6. Key Performance Indicators (KPIs)

KPI	Target
Recurring Defect Reduction	Year-on-year decrease in repeat defects
Dispatch Reliability	Improvement in fleet dispatch reliability metrics
MP Optimization Impact	Approved MP changes based on reliability evidence
Data Quality	≥ 99% accuracy in reliability datasets



KPI	Target
Regulatory Compliance	Zero findings in reliability programme audits

7. Reporting Structure

- Reports to: Reliability Manager / Continuing Airworthiness Manager / Engineering Manager
- Works with: CAMO Engineering, Part-145 Maintenance, Technical Records, OEMs, MROs, Quality Assurance
- May supervise: Reliability Analysts or Data Specialists

8. Tools, Equipment & Systems

- Maintenance Information Systems (MIS/MRO software: AMOS, TRAX, Rusada, etc.)
- Reliability and performance dashboards
- Statistical analysis tools (R, Python, Power BI, Tableau)
- OEM documentation (MPD, AMM, SRM, IPC, SBs, ADs)
- SMS and quality management platforms
- Configuration control and engineering change tools

9. Regulatory & Standards Alignment

This role aligns with:

- ICAO Annex 6 – Operation of Aircraft
- ICAO Annex 8 – Airworthiness of Aircraft
- EASA Part-CAMO / Part-M / Part-145
- FAA 14 CFR Part 43, 91, 121
- OEM Reliability Programme Requirements
- Airport Operator SMS & Quality Systems

10. Role Purpose Summary

The Reliability Engineer ensures the safety, reliability, and performance of the aircraft fleet through rigorous data analysis, engineering oversight, and maintenance program optimization. This role is essential to continued airworthiness, operational efficiency, and long-term fleet health.



8.46 — Maintenance Control Center (MCC) Controller

(Aviation — Technical Operations Control, Real-Time Maintenance Oversight)

1. Position Overview

The Maintenance Control Center (MCC) Controller is responsible for real-time technical oversight of the fleet, ensuring safe, compliant, and efficient aircraft operations.

The role coordinates defect rectification, supports AOG recovery, manages MEL/CDL compliance, and provides engineering guidance to line stations and flight operations.

This position operates under ICAO Annex 6, EASA Part-145/Part-CAMO, FAA 14 CFR Part 43/121, and airline/MRO technical operations procedures.

The MCC Controller is the central technical authority on shift, safeguarding operational continuity and airworthiness.

2. Key Responsibilities

2.1 Real-Time Technical Oversight

- Monitor fleet technical status, deferred defects, and MEL/CDL items.
- Provide immediate engineering support to line maintenance teams.
- Ensure all aircraft dispatched are airworthy and compliant with regulations.
- Coordinate troubleshooting and defect rectification during operations.

2.2 AOG & Irregular Operations Management

- Lead AOG recovery efforts, coordinating engineering, logistics, and operations.
- Arrange rapid deployment of technicians, parts, and tooling.
- Communicate status updates to operations control, flight crew, and management.
- Minimize operational disruptions and maintain OTP.

2.3 MEL/CDL & Dispatch Support

- Evaluate defects against MEL/CDL requirements and operational limitations.
- Provide dispatch guidance to flight crew and operations control.
- Ensure MEL deferrals are correctly applied, tracked, and cleared within limits.
- Support operational decision-making during technical disruptions.



2.4 Engineering & Troubleshooting Support

- Provide technical advice based on AMM, TSM, SRM, and OEM data.
- Support root-cause identification for recurring or complex defects.
- Coordinate with engineering for major repairs, modifications, or technical escalations.
- Liaise with OEMs, DOAs, and MROs for technical support.

2.5 Coordination & Communication

- Act as the central point of contact between maintenance, operations, and engineering.
- Communicate technical status, risks, and constraints to stakeholders.
- Coordinate maintenance actions across line stations and contracted MROs.
- Support flight crew with technical queries and operational impacts.

2.6 Documentation & Systems Management

- Maintain accurate aircraft technical status in MIS/MRO systems.
- Ensure proper recording of defects, deferrals, and rectification actions.
- Support technical records with real-time updates and compliance data.
- Prepare shift reports and operational summaries.

2.7 Safety, Compliance & Quality Assurance

- Ensure all maintenance actions comply with EASA/FAA regulations and company procedures.
- Support SMS reporting, hazard identification, and risk assessments.
- Participate in audits, investigations, and quality reviews.
- Promote safety culture and just-culture principles.

3. Core Competencies

Competency Area	Description
Technical Expertise	Strong understanding of aircraft systems and maintenance data.



Competency Area	Description
Operational Decision-Making	Makes rapid, safety-critical decisions under pressure.
Communication	Clear, authoritative communication with crew and stakeholders.
Problem-Solving	Diagnoses complex defects and coordinates effective solutions.
Regulatory Knowledge	Applies EASA/FAA/ICAO requirements rigorously.
Situational Awareness	Maintains a complete operational picture of fleet status.
Time Management	Prioritizes tasks in high-tempo operational environments.

4. Required Qualifications

4.1 Education & Experience

- Licensed Aircraft Engineer (EASA B1/B2) or FAA A&P preferred.
- 3–7 years of experience in line maintenance, base maintenance, or engineering.
- Experience in MCC, MOC, or technical operations control is an advantage.
- Experience with specific aircraft types (Airbus, Boeing, regional jets) preferred.

4.2 Certifications & Training

- EASA Part-145 / Part-CAMO / Part-M awareness training.
- MEL/CDL and dispatch support training.
- Human Factors training.
- SMS & Safety Reporting training.
- AOG recovery and troubleshooting training (preferred).
- MIS/MRO system training (AMOS, TRAX, Rusada, etc.).

5. Physical & Environmental Requirements

- Ability to work in high-tempo, high-pressure operational environments.
- Ability to review technical data for extended periods.
- Shift work including nights, weekends, and holidays.
- Occasional travel to maintenance stations or AOG locations.



6. Key Performance Indicators (KPIs)

KPI	Target
Fleet Technical Dispatch Reliability	Year-on-year improvement
AOG Recovery Time	Rapid resolution within SLA
MEL/CDL Compliance	Zero exceedances or violations
Operational Continuity	Minimal technical delays and cancellations
Documentation Accuracy	100% compliant and audit-ready records

7. Reporting Structure

- Reports to: MCC Manager / Technical Operations Manager
- Works with: Line Maintenance, Engineering, CAMO, Operations Control, Flight Crew, Logistics
- May supervise: MCC Assistants or Duty Engineers

8. Tools, Equipment & Systems

- Maintenance Information Systems (MIS/MRO software: AMOS, TRAX, Rusada, etc.)
- OEM documentation (AMM, TSM, SRM, IPC, MPD)
- MEL/CDL and dispatch tools
- Fleet monitoring dashboards
- SMS and quality management platforms
- Communication and coordination systems

9. Regulatory & Standards Alignment

This role aligns with:

- **ICAO Annex 6 – Operation of Aircraft**
- **ICAO Annex 8 – Airworthiness of Aircraft**
- **EASA Part-145 / Part-CAMO / Part-M**
- **FAA 14 CFR Part 43, 91, 121**
- **OEM Maintenance Data (AMM, TSM, SBs, ADs)**
- **Airport Operator SMS & Quality Systems**



10. Role Purpose Summary

The MCC Controller ensures the safe, compliant, and efficient operation of the fleet through real-time technical oversight, rapid troubleshooting, and coordinated maintenance decision-making. This role is essential to operational continuity, airworthiness, and the technical integrity of daily flight operations.



8.47 — Line Maintenance Manager

Position Overview

The **Line Maintenance Manager** is responsible for the safe, compliant, and efficient execution of all line maintenance activities for the organization's fleet. This role ensures that aircraft are released to service in accordance with regulatory requirements, company procedures, and industry best practices. The Line Maintenance Manager leads a team of licensed engineers, technicians, and support staff, ensuring operational readiness, high technical reliability, and continuous improvement across all line maintenance operations.

Key Responsibilities

1. Operational Leadership

- Oversee and manage all **line maintenance activities**, including scheduled and unscheduled maintenance, defect rectification, A-checks, and transit checks.
- Ensure aircraft are released to service in full compliance with **EASA Part-145**, company MOE, and applicable regulatory standards.
- Coordinate daily maintenance planning with **Operations Control, Maintenance Planning, and Engineering**.
- Monitor fleet technical status and ensure timely resolution of MEL/CDL items.

2. Safety & Compliance

- Maintain strict adherence to **safety management systems (SMS)**, quality standards, and regulatory requirements.
- Ensure all maintenance documentation is completed accurately and on time.
- Conduct regular audits, inspections, and compliance checks within the line maintenance environment.
- Promote a strong safety culture and ensure staff follow all safety procedures and PPE requirements.

3. Team Management

- Lead, mentor, and develop a team of **licensed aircraft engineers, technicians, and support personnel**.
- Manage shift rosters, manpower allocation, and resource planning to support operational demands.



- Conduct performance evaluations, identify training needs, and support staff development.
- Foster a collaborative, high-performance work environment.

4. Technical Oversight

- Provide expert technical guidance on aircraft systems, troubleshooting, and defect rectification.
- Ensure availability of tools, equipment, and materials required for line maintenance tasks.
- Liaise with OEMs, engineering departments, and technical support teams for complex issues.
- Ensure proper use and calibration of tools and ground support equipment.

5. Continuous Improvement

- Identify opportunities to improve reliability, reduce delays, and optimize maintenance processes.
- Implement best practices and new technologies to enhance operational efficiency.
- Participate in reliability meetings and contribute to root cause analysis for recurring defects.
- Support cost-control initiatives without compromising safety or compliance.

Required Qualifications & Experience

Education & Certifications

- Licensed Aircraft Maintenance Engineer (e.g., **EASA Part-66 B1/B2** or equivalent).
- Additional management or leadership training is an advantage.

Experience

- Minimum **5–8 years** of experience in line maintenance operations.
- Proven experience in a supervisory or managerial role within an airline or MRO.
- Strong understanding of regulatory frameworks (EASA/FAA/GCAA or relevant authority).

Technical Skills

- In-depth knowledge of aircraft systems and troubleshooting.



- Experience with maintenance information systems (AMOS, TRAX, OASES, etc.).
- Strong understanding of MEL, CDL, AD/SB compliance, and maintenance planning principles.

Soft Skills

- Excellent leadership and communication abilities.
- Strong decision-making skills under operational pressure.
- Ability to manage multiple priorities in a fast-paced environment.
- High attention to detail and commitment to safety.

Key Performance Indicators (KPIs)

- Technical dispatch reliability.
- On-time performance impact due to maintenance.
- Compliance audit results.
- Staff performance and training completion.
- Cost efficiency and resource utilization.
- Safety and incident/occurrence metrics.

Reporting Structure

- **Reports to:** Head of Maintenance / Maintenance Manager / Director of Engineering (depending on organization)
- **Direct Reports:** Licensed Engineers, Technicians, Line Maintenance Supervisors, Support Staff

Working Conditions

- Shift-based work, including nights, weekends, and holidays.
- Airside and hangar environment with exposure to noise, weather, and operational activity.
- High-responsibility role requiring rapid decision-making and operational presence.



8.48 — Base Maintenance Manager

Position Overview

The **Base Maintenance Manager** is responsible for the planning, execution, and oversight of all base maintenance activities, including heavy checks, structural repairs, major modifications, cabin refurbishments, and long-duration maintenance inputs. This role ensures that all work is performed safely, efficiently, and in full compliance with regulatory requirements and company procedures. The Base Maintenance Manager leads multidisciplinary teams, manages hangar operations, and ensures aircraft are returned to service on time and to the highest technical standards.

Key Responsibilities

1. Base Maintenance Operations Management

- Oversee all **heavy maintenance checks** (C-checks, D-checks, structural inspections, modifications, and major repairs).
- Ensure maintenance is performed in accordance with **EASA Part-145**, the Maintenance Organisation Exposition (MOE), and applicable regulatory requirements.
- Manage hangar scheduling, aircraft induction, workflow planning, and resource allocation.
- Coordinate with Engineering, Planning, Logistics, and Quality to ensure seamless maintenance execution.
- Monitor progress of maintenance inputs and ensure timely return-to-service.

2. Safety, Compliance & Quality Assurance

- Maintain strict adherence to **Safety Management System (SMS)** principles.
- Ensure all maintenance documentation is completed accurately and in accordance with regulatory and company standards.
- Conduct internal audits, inspections, and compliance checks within the base maintenance environment.
- Ensure corrective actions from audits, incidents, or findings are implemented promptly.
- Promote a strong safety culture and ensure compliance with all safety procedures and PPE requirements.

3. Leadership & Team Development

- Lead and manage a team of **licensed engineers, technicians, planners, and support staff**.



- Oversee manpower planning, shift scheduling, and competency management.
- Conduct performance reviews, identify training needs, and support staff development.
- Foster a collaborative, high-performance environment focused on safety, quality, and efficiency.

4. Technical Oversight & Problem Solving

- Provide expert technical guidance on complex repairs, structural issues, and major modifications.
- Liaise with OEMs, engineering departments, and regulatory authorities for technical support and approvals.
- Ensure proper use, calibration, and availability of tools, equipment, and ground support assets.
- Support troubleshooting and root cause analysis for recurring or complex defects.

5. Continuous Improvement & Cost Control

- Identify opportunities to improve productivity, reduce turnaround times, and optimize maintenance processes.
- Implement best practices and new technologies to enhance efficiency and reliability.
- Manage maintenance budgets, control costs, and ensure efficient use of resources.
- Participate in reliability programs and contribute to long-term fleet improvement initiatives.

Required Qualifications & Experience

Education & Certifications

- Licensed Aircraft Maintenance Engineer (e.g., **EASA Part-66 B1/B2** or equivalent).
- Additional qualifications in engineering, management, or project management are an advantage.

Experience

- Minimum **8–10 years** of experience in aircraft maintenance, with at least **3–5 years** in a supervisory or managerial role.
- Strong background in **heavy/base maintenance** operations.
- Experience working within a Part-145 or equivalent regulatory environment.



Technical Skills

- Deep understanding of aircraft structures, systems, and heavy maintenance processes.
- Proficiency with maintenance management systems (AMOS, TRAX, OASES, etc.).
- Strong knowledge of AD/SB compliance, modification programs, and engineering documentation.

Soft Skills

- Strong leadership and communication abilities.
- Excellent organizational and project management skills.
- Ability to make sound decisions under pressure.
- High attention to detail and commitment to safety and quality.

Key Performance Indicators (KPIs)

- Base maintenance turnaround time (TAT) performance.
- Compliance audit results and regulatory findings.
- Cost control and budget adherence.
- Quality of maintenance output and rework rates.
- Staff competency, training completion, and retention.
- Safety performance indicators.

Reporting Structure

- **Reports to:** Maintenance Manager / Director of Engineering / Head of Technical Operations
- **Direct Reports:** Base Maintenance Supervisors, Licensed Engineers, Technicians, Planners, Support Staff

Working Conditions

- Hangar-based environment with exposure to noise, heavy equipment, and operational activity.
- May require extended hours during major checks or critical project phases.
- High-responsibility role requiring strong presence on the hangar floor.



8.49 — Tooling & Calibration Specialist

Position Overview

The **Tooling & Calibration Specialist** is responsible for the management, control, calibration, and certification of all tools and equipment used within the maintenance organization. This role ensures that all tooling—whether company-owned, leased, or borrowed is maintained in an airworthy condition, properly calibrated, traceable, and compliant with regulatory requirements. The specialist supports both line and base maintenance operations by ensuring the right tools are available, serviceable, and documented always.

Key Responsibilities

1. Tooling Management & Control

- Maintain the complete inventory of company tooling, including specialized, calibrated, and mandatory equipment.
- Ensure all tools are stored, issued, and returned in accordance with the **MOE**, Part-145 requirements, and internal procedures.
- Manage tooling loans, exchanges, and external rentals, ensuring proper documentation and traceability.
- Monitor tooling usage trends and recommend procurement, replacement, or retirement of tools as needed.

2. Calibration & Certification

- Oversee the calibration program for all measuring and test equipment (M&TE).
- Ensure tools are calibrated at approved intervals and by authorized calibration facilities.
- Maintain calibration records, certificates, and traceability to national/international standards.
- Quarantine and remove from service any tools that are out of tolerance, damaged, or overdue for calibration.

3. Compliance & Safety

- Ensure all tooling activities comply with **EASA Part-145**, the MOE, and applicable regulatory requirements.
- Support internal and external audits by providing tooling records, calibration certificates, and inventory documentation.
- Implement corrective actions for audit findings related to tooling or calibration.



- Promote safe handling, storage, and use of tools and equipment across the maintenance organization.

4. Technical Support & Coordination

- Work closely with Line Maintenance, Base Maintenance, Engineering, and Logistics to ensure tooling availability for scheduled and unscheduled tasks.
- Provide technical guidance on tooling requirements for new aircraft types, modifications, or maintenance programs.
- Support the introduction of new tooling, including validation, documentation, and staff familiarization.
- Coordinate with OEMs and vendors for tooling specifications, updates, and service bulletins.

5. Continuous Improvement

- Identify opportunities to improve tooling processes, reduce downtime, and enhance traceability.
- Implement digital tooling management solutions where applicable.
- Optimize calibration intervals and tooling lifecycle management to reduce costs without compromising compliance.
- Participate in safety and reliability meetings to address tooling-related issues.

Required Qualifications & Experience

Education & Certifications

- Technical diploma or degree in aviation maintenance, engineering, or related field.
- Additional training in calibration, metrology, or quality systems is an advantage.

Experience

- Minimum **3–5 years** of experience in an aviation maintenance environment.
- Experience with tooling management, calibration programs, or Part-145 compliance.
- Familiarity with aircraft maintenance tooling, GSE, and precision measuring equipment.

Technical Skills

- Strong understanding of calibration principles, traceability, and metrology standards.



- Proficiency with tooling management systems (digital tooling databases, ERP/MRO software).
- Knowledge of regulatory requirements related to tooling (EASA/FAA/GCAA or equivalent).
- Ability to interpret OEM tooling manuals, service bulletins, and engineering documents.

Soft Skills

- Strong organizational and documentation skills.
- Excellent communication and coordination abilities.
- High attention to detail and commitment to safety and compliance.
- Ability to work independently and manage multiple priorities.

Key Performance Indicators (KPIs)

- Calibration compliance rate.
- Tool availability and serviceability metrics.
- Audit performance (internal and external).
- Tooling-related delays or maintenance disruptions.
- Accuracy and completeness of tooling records.
- Cost efficiency in tooling procurement and calibration.

Reporting Structure

- **Reports to:** Quality Manager / Maintenance Manager / Base Maintenance Manager (depending on organization)
- **Direct Reports:** None, or Tool Store Technicians (if applicable)

Working Conditions

- Workshop and tool store environment with occasional airside or hangar exposure.
- May require lifting, handling, and inspecting heavy or specialized tools.
- Standard working hours with occasional support during major maintenance events.



8.50 — Aviation Safety Manager

Job Description: Aviation Safety Manager (ICAO 8.50)

Position Overview

The Aviation Safety Manager is responsible for developing, implementing, and maintaining the organization's Safety Management System (SMS) in accordance with ICAO Annex 19, ICAO Doc 9859, EASA/FAA regulations, and internal operational requirements. This role ensures that all aviation activities are conducted with the highest level of safety, risk mitigation, and regulatory compliance. The Safety Manager acts as the primary advisor to senior leadership on safety performance, hazards, and organizational risk exposure.

Key Responsibilities

1. Safety Management System (SMS) Oversight

Develop, implement, and continuously improve the company's SMS in alignment with ICAO 8.50 standards.

Ensure all four SMS components **Safety Policy**, **Safety Risk Management**, **Safety Assurance**, and **Safety Promotion** are fully functional and effective.

Monitor safety performance indicators (SPIs) and safety performance targets (SPTs).

Conduct regular SMS audits, evaluations, and gap analyses.

2. Safety Risk Management

Lead hazard identification and risk assessment activities across all operational departments.

Maintain the hazard reporting system and ensure timely investigation and closure of safety reports.

Facilitate Safety Review Board (SRB) and Safety Action Group (SAG) meetings.

Develop risk mitigation strategies and track their effectiveness.

3. Safety Assurance

Conduct internal safety investigations for incidents, accidents, and operational irregularities.

Ensure compliance with ICAO, EASA/FAA, national CAA, and company safety regulations.

Perform trend analysis using safety data, flight data monitoring (FDM/FOQA), and audit results.

Oversee corrective and preventive action plans (CAPA).



4. Safety Promotion & Training

Develop and deliver safety training programs for all operational staff.

Promote a positive safety culture through communication, workshops, and awareness campaigns.

Ensure employees understand their safety responsibilities and reporting obligations.

5. Regulatory & Stakeholder Liaison

Serve as the primary point of contact for aviation authorities, accident investigation bodies, and external auditors.

Prepare and submit mandatory safety reports to regulatory agencies.

Represent the organization in safety forums, industry groups, and regulatory meetings.

6. Documentation & Reporting

Maintain all safety-related documentation, manuals, and records.

Prepare monthly and annual safety performance reports for senior management.

Ensure safety documentation meets regulatory and audit requirements.

Qualifications & Experience

Essential

Bachelor's degree in aviation management, Aeronautical Engineering, Safety Science, or related field.

Minimum 5 years of experience in aviation safety, flight operations, maintenance, or regulatory compliance.

In-depth knowledge of ICAO Annex 19, Doc 9859, and SMS principles.

Experience conducting safety investigations and risk assessments.

Strong analytical, communication, and leadership skills.

Preferred

Master's degree in aviation safety or similar discipline.

Certified Safety Professional (CSP), IOSA auditor, or equivalent safety certification.

Experience with FDM/FOQA systems.

Previous experience in an AOC, AMO, ANSP, or airport environment.

Key Competencies

Strong understanding of aviation operational environments.



Ability to interpret and apply regulatory requirements.

Excellent problem-solving and decision-making abilities.

High integrity and commitment to safety culture.

Strong interpersonal skills for cross-departmental collaboration.

Ability to manage confidential and sensitive information.

Tools & Systems Knowledge

Safety reporting systems (e.g., ECCAIRS, ASIAs, AQD, WBAT).

Flight Data Monitoring (FDM/FOQA) platforms.

Risk assessment tools (BowTie, HIRA, FRAT).

Proficiency in MS Office and safety analytics software.

Working Conditions

Primarily office-based with regular visits to operational areas (airside, hangars, flight ops).

Occasional travel for audits, training, and regulatory meetings.

On-call availability for incident response.

Why This Role Matters

The Aviation Safety Manager is the guardian of organizational safety. This role ensures that every flight, every maintenance action, and every operational decision is made with safety at the forefront. It is a leadership position that shapes the safety culture and protects both people and assets.



8.51 — Safety Investigator

Position Overview

The Safety Investigator is responsible for conducting thorough, unbiased investigations into aviation incidents, accidents, and safety-related events. This role ensures that causal factors, contributing hazards, and systemic issues are identified and addressed in accordance with ICAO Annex 13, ICAO Doc 9756, and the organization's Safety Management System (SMS). The Safety Investigator provides critical insights that support risk mitigation, safety assurance, and continuous improvement across all operational areas.

Key Responsibilities

1. Incident & Accident Investigation

Lead or support investigations into operational occurrences, including incidents, accidents, and safety irregularities.

Collect, preserve, and analyze evidence such as flight data, maintenance records, witness statements, and environmental conditions.

Conduct interviews with crew members, operational staff, and relevant stakeholders.

Apply recognized investigation methodologies (e.g., ICAO, EASA, NTSB, HFACS, BowTie).

2. Root Cause & Contributing Factor Analysis

Identify direct, contributing, and systemic causal factors.

Perform human factors analysis using frameworks such as HFACS or SHELL.

Evaluate organizational influences, procedural gaps, and latent conditions.

Develop clear, evidence-based findings and safety recommendations.

3. Safety Reporting & Documentation

Prepare detailed investigation reports in accordance with ICAO Annex 13 standards.

Maintain accurate records of all investigative activities, evidence, and outcomes.

Ensure timely submission of mandatory occurrence reports to regulatory authorities.

Support the development of safety bulletins, alerts, and lessons-learned publications.

4. Safety Assurance & SMS Integration

Collaborate with the Safety Manager to ensure investigation outcomes feed into the SMS.

Monitor the implementation and effectiveness of corrective and preventive actions (CAPA).



Participate in safety trend analysis and risk assessments.

Support internal audits and safety performance reviews.

5. Stakeholder Coordination

Liaise with national aviation authorities, accident investigation bodies, and external agencies.

Coordinate with operational departments (Flight Ops, Maintenance, Ground Ops, ATC, Airport Ops) during investigations.

Represent the organization during regulatory inquiries or external audits.

6. Safety Promotion

Contribute to safety training programs by sharing investigation findings and lessons learned.

Promote a just culture and encourage transparent safety reporting.

Participate in safety workshops, seminars, and industry forums.

Qualifications & Experience

Essential

Bachelor's degree in aviation safety, Aeronautical Engineering, Human Factors, or related field.

Formal training in aviation accident/incident investigation (ICAO, NTSB, AAIB, EASA, or equivalent).

Minimum 3–5 years of experience in aviation operations, safety, or investigation roles.

Strong understanding of ICAO Annex 13, SMS principles, and human factors.

Excellent analytical, investigative, and communication skills.

Preferred

Advanced investigation training (e.g., ICAO USOAP, NTSB advanced courses).

Experience with FDM/FOQA data analysis.

Knowledge of safety databases such as ECCAIRS, ASIAs, or AQD.

Previous experience in airline, MRO, ANSP, or airport operations.

Key Competencies

Strong critical thinking and problem-solving abilities.

High attention to detail and evidence-based reasoning.



Ability to remain objective, impartial, and calm under pressure.

Excellent interviewing and interpersonal communication skills.

Ability to handle sensitive information with discretion.

Strong understanding of human factors and operational risk.

Tools & Systems Knowledge

Safety reporting and investigation systems (ECCAIRS, AQD, WBAT).

Flight data analysis tools (FDM/FOQA platforms).

Human factors analysis tools (HFACS, MEDA, BowTie).

Proficiency in MS Office and safety analytics software.

Working Conditions

Office-based with frequent access to operational areas (airside, hangars, flight decks).

Occasional travel for on-site investigations or regulatory coordination.

On-call availability for urgent incident response.

Role Impact

The Safety Investigator plays a vital role in preventing future occurrences by uncovering root causes and systemic vulnerabilities. Their work directly strengthens the organization's safety culture, operational resilience, and regulatory compliance.



8.52 — Security Manager (Aviation)

Position Overview

The Aviation Security Manager is responsible for developing, implementing, and overseeing the organization's Aviation Security (AVSEC) Program in accordance with ICAO Annex 17, national civil aviation security regulations, and internal operational requirements. This role ensures the protection of passengers, crew, aircraft, facilities, and assets from acts of unlawful interference. The Security Manager serves as the primary liaison with regulatory authorities, law enforcement agencies, and internal stakeholders on all security matters.

Key Responsibilities

1. Aviation Security Program Management

- Develop, implement, and maintain the organization's Aviation Security Program (ASP) in compliance with ICAO Annex 17 and national AVSEC regulations.
- Ensure all security procedures, manuals, and protocols are current, effective, and aligned with regulatory requirements.
- Conduct regular reviews and updates of security risk assessments and threat analyses.

2. Security Operations Oversight

- Oversee daily security operations including access control, screening processes, perimeter protection, and surveillance systems.
- Ensure proper implementation of aircraft security measures, baggage and cargo security, and staff screening procedures.
- Coordinate security arrangements for VIP flights, special operations, and high-risk scenarios.

3. Threat & Risk Management

- Monitor global and regional security threats affecting aviation.
- Conduct security risk assessments and vulnerability analyses across all operational areas.
- Develop and implement mitigation strategies to address identified risks.
- Lead the response to security incidents, breaches, or suspicious activities.

4. Compliance & Audit Management

- Ensure full compliance with ICAO, national CAA, airport authority, and international security standards.
- Prepare for and support regulatory inspections, audits, and security tests.
- Conduct internal security audits and corrective action follow-up.



5. Incident Response & Investigation

- Lead or support investigations into security breaches, unlawful interference attempts, and suspicious events.
- Coordinate with law enforcement, intelligence agencies, and regulatory bodies during investigations.
- Prepare detailed incident reports and ensure lessons learned are integrated into security procedures.

6. Training & Security Awareness

- Develop and deliver AVSEC training programs for all relevant personnel.
- Promote a strong security culture through awareness campaigns, briefings, and communication initiatives.
- Ensure staff understand their security responsibilities and reporting obligations.

7. Stakeholder Coordination

- Serve as the primary point of contact for national aviation security authorities, airport operators, and law enforcement agencies.
- Represent the organization in AVSEC committees, working groups, and industry forums.
- Coordinate with internal departments (Flight Ops, Ground Ops, Maintenance, HR) on security matters.

Qualifications & Experience

Essential

- Bachelor's degree in aviation security, Criminal Justice, Security Management, or related field.
- Minimum 5 years of experience in aviation security, law enforcement, or related operational roles.
- Strong knowledge of ICAO Annex 17, national AVSEC programs, and airport/airline security procedures.
- Experience managing security teams and operations.
- Strong analytical, leadership, and communication skills.

Preferred

- Advanced AVSEC training (ICAO AVSEC PM, National Inspector Course, or equivalent).
- Experience in crisis management, emergency response, or intelligence analysis.
- Familiarity with airport security technologies (CCTV, access control, screening equipment).



- Previous experience in airline, airport, or regulatory environments.

Key Competencies

- Strong situational awareness and decision-making under pressure.
- High integrity and commitment to security culture.
- Excellent interpersonal and conflict-management skills.
- Ability to interpret and apply complex regulatory requirements.
- Strong organizational and leadership capabilities.
- Discretion and ability to handle sensitive information.

Tools & Systems Knowledge

- Access control and identity management systems.
- CCTV and surveillance platforms.
- Security screening technologies (X-ray, ETD, body scanners).
- Incident reporting and security management software.
- Proficiency in MS Office and security analytics tools.

Working Conditions

- Primarily office-based with frequent presence in operational areas (airside, terminals, cargo zones).
- On-call availability for security incidents or emergencies.
- Occasional travel for regulatory meetings, training, or audits.

Role Impact

The Aviation Security Manager plays a critical role in safeguarding passengers, staff, aircraft, and infrastructure. By ensuring robust security measures and fostering a proactive security culture, this role directly contributes to the resilience and integrity of the aviation system.



8.53 — Dangerous Goods Specialist

Position Overview

The Dangerous Goods (DG) Specialist is responsible for ensuring the safe, compliant, and efficient handling, transport, storage, and acceptance of dangerous goods in accordance with ICAO Technical Instructions, IATA Dangerous Goods Regulations (DGR), and national regulatory requirements. This role provides expert guidance, oversight, and training to operational departments and acts as the organization's subject-matter authority on all DG-related matters.

Key Responsibilities

1. Dangerous Goods Compliance & Oversight

- Ensure full compliance with ICAO TI, IATA DGR, and national DG regulations.
- Develop, maintain, and update the organization's Dangerous Goods Manual (DGM) and related procedures.
- Monitor DG operations across cargo, passenger, ramp, and flight operations.
- Conduct regular inspections of DG acceptance, storage, segregation, and loading processes.

2. DG Acceptance & Operational Control

- Oversee the acceptance of dangerous goods shipments, verifying documentation, packaging, marking, and labelling.
- Support load control and flight operations in assessing DG compatibility, segregation, and stowage requirements.
- Provide operational decision support for DG incidents, rejected shipments, or irregularities.
- Ensure proper handling of excepted quantities, limited quantities, lithium batteries, and special provisions.

3. Incident Response & Investigation

- Lead or support investigations into DG incidents, leaks, spills, undeclared or misdeclared dangerous goods.
- Coordinate with safety, security, and regulatory authorities during DG-related events.
- Prepare detailed incident reports and ensure corrective actions are implemented.
- Maintain records of DG occurrences and support trend analysis.



4. Training & Competency Management

- Develop and deliver DG training programs for operational staff, in accordance with ICAO/IATA competency-based training requirements.
- Ensure all personnel involved in DG handling maintain valid qualifications.
- Conduct recurrent training, assessments, and practical exercises.
- Promote awareness of DG hazards, reporting obligations, and safe handling practices.

5. Regulatory Liaison & Documentation

- Serve as the primary point of contact for DG matters with national authorities, airport operators, and industry bodies.
- Prepare and submit mandatory DG reports and declarations.
- Maintain DG documentation, records, and compliance logs.
- Support audits, inspections, and regulatory reviews.

6. Risk Management & Continuous Improvement

- Conduct DG risk assessments and hazard analyses.
- Identify operational vulnerabilities and propose mitigation strategies.
- Support the integration of DG safety data into the organization's SMS.
- Participate in safety committees, working groups, and DG-related projects.

Qualifications & Experience

Essential

- Formal training in Dangerous Goods (ICAO/IATA Category 6 or equivalent).
- Minimum 3–5 years of experience in DG handling, cargo operations, flight operations, or regulatory compliance.
- Strong knowledge of ICAO TI, IATA DGR, and national DG regulations.
- Experience with DG acceptance, documentation, and operational processes.
- Strong analytical, communication, and problem-solving skills.

Preferred

- Advanced DG training (Instructor qualification, Competency-Based Training design).
- Experience in airline, cargo operator, ground handling, or airport environments.
- Familiarity with DG software systems (acceptance tools, tracking systems).



- Knowledge of lithium battery transport requirements and emerging DG trends.

Key Competencies

- High attention to detail and regulatory precision.
- Strong decision-making under time pressure.
- Excellent communication and training skills.
- Ability to interpret complex technical regulations.
- Strong safety mindset and risk awareness.
- Ability to manage sensitive or hazardous situations calmly.

Tools & Systems Knowledge

- DG acceptance and documentation systems.
- Cargo management platforms (e.g., Cargospot, CHAMP, SkyChain).
- Safety reporting and investigation tools.
- MS Office and DG-specific reference tools.

Working Conditions

- Operational environment including cargo terminals, warehouses, airside areas, and offices.
- Occasional exposure to hazardous materials (with proper PPE).
- On-call availability for DG incidents or urgent operational support.
- Occasional travel for audits, training, or regulatory meetings.

Role Impact

The Dangerous Goods Specialist plays a critical role in protecting passengers, crew, aircraft, and cargo operations from the risks associated with hazardous materials. Their expertise ensures regulatory compliance, operational safety, and the integrity of the supply chain.



8.54 — Compliance Monitoring Manager

Position Overview

The Compliance Monitoring Manager (CMM) is responsible for establishing, implementing, and maintaining the organization's Compliance Monitoring System (CMS) to ensure adherence to all applicable aviation regulations, standards, and internal policies. This role ensures that the organization continuously meets the requirements of ICAO, EASA/FAA, national civil aviation authorities, and internal operational procedures. The CMM acts as an independent function, reporting directly to Accountable Management on compliance performance, risks, and corrective actions.

Key Responsibilities

1. Compliance Monitoring System (CMS) Management

- Develop, implement, and maintain the organization's CMS in accordance with ICAO, EASA Part-ORO/Part-CAMO/Part-145/Part-ARO requirements.
- Ensure the CMS covers all operational areas: Flight Operations, Ground Operations, Continuing Airworthiness, Maintenance, Training, and Security.
- Maintain the Compliance Monitoring Manual (CMM) and ensure it reflects current regulations and organizational processes.

2. Audit Planning & Execution

- Develop and manage the annual compliance audit plan based on risk, regulatory changes, and operational needs.
- Conduct internal audits, inspections, and compliance assessments across all departments.
- Ensure findings are documented, categorized, and communicated to responsible managers.
- Verify the implementation and effectiveness of corrective and preventive actions (CAPA).

3. Regulatory Compliance & Change Management

- Monitor changes in aviation regulations, standards, and best practices.
- Assess the impact of regulatory changes on the organization and coordinate implementation.
- Ensure manuals, procedures, and operational documents remain compliant and up to date.
- Provide expert guidance to management on compliance obligations.

4. Reporting & Performance Monitoring



- Prepare compliance reports for Accountable Management, senior leadership, and regulatory authorities.
- Track compliance performance indicators and identify emerging risks or trends.
- Support management reviews and contribute to continuous improvement initiatives.

5. Coordination with Authorities & External Stakeholders

- Serve as the primary point of contact for regulatory audits, inspections, and oversight activities.
- Coordinate responses to authority findings and ensure timely closure.
- Liaise with external auditors, partners, and service providers on compliance matters.

6. Training & Awareness

- Develop and deliver compliance training for operational and management personnel.
- Promote a strong compliance culture throughout the organization.
- Ensure staff understand regulatory requirements and their compliance responsibilities.

7. Integration with Safety & Quality Systems

- Collaborate with the Safety Manager to ensure alignment between CMS and SMS processes.
- Support risk assessments, safety investigations, and quality improvement initiatives.
- Ensure compliance data feeds into safety assurance and risk management activities.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Aeronautical Engineering, Quality Management, or related field.
- Minimum 5 years of experience in aviation compliance, quality assurance, safety, or regulatory oversight.
- Strong knowledge of ICAO, EASA, FAA, and national aviation regulations.
- Experience conducting audits and managing compliance programs.
- Excellent analytical, communication, and organizational skills.



Preferred

- Auditor certification (ISO 9001 Lead Auditor, EASA Compliance Auditor, or equivalent).
- Experience in AOC, CAMO, Part-145, ATO, or airport environments.
- Familiarity with safety management systems (SMS) and risk management principles.
- Experience with compliance or quality management software.

Key Competencies

- Strong attention to detail and regulatory precision.
- High integrity and independence in judgment.
- Excellent communication and interpersonal skills.
- Ability to interpret complex regulations and translate them into practical processes.
- Strong planning, organizational, and follow-up abilities.
- Analytical mindset with a focus on continuous improvement.

Tools & Systems Knowledge

- Compliance and audit management systems.
- Document control and quality management platforms.
- Safety reporting tools (for integration with SMS).
- MS Office and data analysis tools.

Working Conditions

- Primarily office-based with regular visits to operational areas.
- Occasional travel for audits, training, or regulatory meetings.
- On-call availability during regulatory inspections or urgent compliance issues.

Role Impact

The Compliance Monitoring Manager ensures the organization operates within the boundaries of aviation regulations and industry standards. By identifying gaps, driving corrective actions, and promoting a culture of compliance, this role directly supports operational integrity, regulatory confidence, and organizational excellence.



8.55 — Quality Auditor (Aviation)

Position Overview

The Quality Auditor is responsible for conducting independent audits, inspections, and evaluations to verify that the organization's aviation activities comply with applicable regulations, standards, and internal procedures. This role supports the Quality/Compliance Monitoring System by identifying non-conformities, assessing risks, and ensuring corrective actions are implemented effectively. The Quality Auditor plays a key role in maintaining operational integrity, regulatory compliance, and continuous improvement across all aviation functions.

Key Responsibilities

1. Audit Planning & Execution

- Conduct scheduled and unscheduled audits across operational areas such as Flight Operations, Ground Operations, Maintenance, Continuing Airworthiness, Training, and Security.
- Prepare audit plans, checklists, and scopes based on regulatory requirements and organizational needs.
- Perform on-site inspections, document reviews, personnel interviews, and process observations.
- Identify non-conformities, observations, and improvement opportunities.

2. Reporting & Corrective Action Management

- Prepare clear, detailed, and objective audit reports.
- Communicate findings to responsible managers and senior leadership.
- Monitor corrective and preventive actions (CAPA) to ensure timely and effective closure.
- Verify the implementation and sustainability of corrective actions through follow-up audits.

3. Regulatory Compliance Verification

- Assess compliance with ICAO, EASA/FAA, national CAA regulations, and internal manuals.
- Ensure operational documentation (OM, CAME, MOE, SMS Manual, Training Manuals) is correctly implemented.



- Support regulatory inspections and external audits by providing evidence and documentation.

4. Continuous Improvement & Risk Management

- Identify systemic issues, process weaknesses, and operational risks.
- Recommend improvements to enhance efficiency, safety, and compliance.
- Support the integration of audit results into the Safety Management System (SMS).
- Participate in quality and safety review meetings.

5. Documentation & Record Keeping

- Maintain accurate and organized audit records, checklists, and evidence logs.
- Ensure audit documentation meets regulatory and internal requirements.
- Support document control processes and manual revisions when required.

6. Training & Awareness

- Provide guidance to operational staff on compliance and quality requirements.
- Support quality-related training programs, including auditor competency development.
- Promote a culture of quality, accountability, and continuous improvement.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Aeronautical Engineering, Quality Management, or related field.
- Formal auditor training (ISO 9001, EASA Auditor Course, or equivalent).
- Minimum 3–5 years of experience in aviation operations, quality assurance, or compliance.
- Strong knowledge of ICAO, EASA/FAA regulations, and aviation quality systems.
- Excellent analytical, communication, and report-writing skills.

Preferred

- Experience in AOC, CAMO, Part-145, ATO, or airport environments.
- Familiarity with SMS principles and risk management.



- Experience with quality management software or audit platforms.
- Additional certifications (Lead Auditor, Six Sigma, Lean).

Key Competencies

- High attention to detail and strong analytical mindset.
- Objectivity, integrity, and independence in judgment.
- Excellent communication and interpersonal skills.
- Ability to interpret complex regulations and apply them practically.
- Strong organizational and time-management abilities.
- Confidence in challenging non-compliant practices constructively.

Tools & Systems Knowledge

- Audit and compliance management systems.
- Document control platforms.
- Safety reporting tools (for SMS integration).
- MS Office and data analysis tools.

Working Conditions

- Office-based with frequent visits to operational areas (airside, hangars, training centers).
- Occasional travel for audits, training, or regulatory meetings.
- On-call availability during regulatory inspections or urgent audit needs.

Role Impact

The Quality Auditor ensures that aviation operations remain safe, compliant, and efficient. By identifying gaps, driving corrective actions, and promoting continuous improvement, this role strengthens the organization's regulatory standing and operational excellence.



8.56 — SMS (Safety Management System) Coordinator

Position Overview

The SMS Coordinator supports the development, implementation, and continuous improvement of the organization's Safety Management System (SMS). Working under the Safety Manager, the SMS Coordinator ensures that safety processes, reporting systems, risk assessments, and safety promotion activities are effectively executed across all operational departments. This role acts as a central point of coordination for safety data, hazard reporting, safety communication, and SMS documentation.

Key Responsibilities

1. SMS Administration & Coordination

- Support the implementation and maintenance of the organization's SMS in accordance with ICAO Annex 19 and national regulatory requirements.
- Maintain SMS documentation, including manuals, procedures, and safety records.
- Coordinate SMS activities across departments to ensure consistent application of safety processes.
- Assist in preparing SMS performance reports for senior management.

2. Safety Reporting & Data Management

- Administer the safety reporting system and ensure timely processing of safety reports.
- Conduct initial screening, categorization, and prioritization of safety occurrences.
- Maintain safety databases and ensure data accuracy, completeness, and confidentiality.
- Support trend analysis, safety metrics tracking, and safety performance monitoring.

3. Hazard Identification & Risk Assessment

- Assist in hazard identification activities and support operational departments in reporting hazards.
- Participate in risk assessments and safety risk management processes.
- Track the status of risk mitigation actions and verify their effectiveness.
- Support the Safety Manager in preparing risk summaries and safety cases.



4. Safety Assurance Activities

- Support internal safety investigations by gathering data, documentation, and evidence.
- Assist in follow-up of corrective and preventive actions (CAPA).
- Participate in safety audits, inspections, and safety performance reviews.
- Ensure SMS processes are aligned with quality and compliance monitoring systems.

5. Safety Promotion & Communication

- Develop and distribute safety bulletins, newsletters, and awareness materials.
- Support safety training programs, workshops, and briefings.
- Promote a positive safety culture and encourage proactive hazard reporting.
- Maintain safety communication channels and ensure timely dissemination of safety information.

6. Stakeholder Coordination

- Liaise with operational departments, quality/compliance teams, and training units on SMS matters.
- Support coordination with regulatory authorities during SMS audits or inspections.
- Assist in preparing documentation for external stakeholders, including regulators and auditors.

Qualifications & Experience

Essential

- Bachelor's degree in aviation safety, Aviation Management, Aeronautical Engineering, or related field.
- Minimum 2–4 years of experience in aviation operations, safety, or compliance.
- Basic understanding of ICAO Annex 19, SMS principles, and safety risk management.
- Strong analytical, organizational, and communication skills.
- Ability to manage safety data and documentation with accuracy and confidentiality.

Preferred



- Formal SMS training (ICAO, EASA, FAA, or equivalent).
- Experience with safety reporting systems (AQD, WBAT, ECCAIRS, ASIAS).
- Knowledge of human factors, risk assessment tools, and safety investigation techniques.
- Experience in airline, airport, CAMO, MRO, or ANSP environments.

Key Competencies

- Strong attention to detail and data accuracy.
- Proactive and collaborative mindset.
- Ability to communicate safety concepts clearly.
- Analytical thinking and problem-solving ability.
- High integrity and respect for confidentiality.
- Strong organizational and multitasking skills.

Tools & Systems Knowledge

- Safety reporting and SMS management systems.
- Risk assessment tools (BowTie, FRAT, HIRA).
- Data analysis and visualization tools.
- MS Office and safety documentation platforms.

Working Conditions

- Primarily office-based with regular visits to operational areas.
- Occasional travel for training, audits, or safety meetings.
- On-call availability for urgent safety reporting needs.

Role Impact

The SMS Coordinator plays a vital role in ensuring the SMS operates smoothly and effectively. By supporting safety reporting, risk management, and safety promotion, this role strengthens the organization's safety culture and contributes directly to safer operations.



8.57 — Emergency Response Planner

Position Overview

The Emergency Response Planner is responsible for developing, maintaining, and coordinating the organization's Emergency Response Plan (ERP) to ensure preparedness for aviation emergencies, crises, and disruptive events. This role ensures that the organization can respond effectively to accidents, incidents, security threats, natural disasters, and business-continuity disruptions. The Emergency Response Planner works closely with internal departments, airports, regulators, and emergency services to ensure readiness, resilience, and regulatory compliance.

Key Responsibilities

1. Emergency Response Planning

- Develop, implement, and maintain the organization's Emergency Response Plan (ERP) in accordance with ICAO, national regulations, and industry best practices.
- Ensure the ERP covers all relevant scenarios, including aircraft accidents, medical emergencies, security events, operational disruptions, and natural disasters.
- Coordinate ERP updates with operational departments, airports, and external agencies.
- Maintain emergency contact lists, resource inventories, and response procedures.

2. Preparedness & Training

- Plan and conduct emergency response drills, tabletop exercises, and full-scale simulations.
- Ensure all personnel understand their roles and responsibilities during emergencies.
- Develop training materials, briefings, and awareness programs.
- Evaluate exercise outcomes and implement improvements.

3. Crisis Management Support

- Support the activation and operation of the Emergency Operations Center (EOC) during real events.
- Assist senior leadership and crisis-management teams with decision-making tools, checklists, and situational updates.
- Coordinate communication flows between internal teams, airports, regulators, and emergency services.



- Maintain readiness of emergency equipment, communication tools, and response kits.

4. Coordination with External Stakeholders

- Liaise with airports, air navigation service providers, emergency services, hospitals, and government agencies.
- Participate in airport emergency planning committees and inter-agency coordination groups.
- Ensure alignment between the organization's ERP and airport or national emergency plans.

5. Documentation & Regulatory Compliance

- Maintain ERP documentation, procedures, and records in accordance with ICAO and national requirements.
- Prepare reports for regulatory authorities and support audits or inspections.
- Ensure compliance with ICAO Annex 14, Annex 19 (SMS integration), and national emergency-preparedness regulations.
- Track lessons learned from real events and integrated them into ERP revisions.

6. Risk Assessment & Business Continuity

- Support risk assessments related to emergency preparedness and operational resilience.
- Contribute to business continuity planning (BCP) and recovery strategies.
- Identify vulnerabilities and propose mitigation measures to strengthen organizational resilience.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Emergency Management, Safety, Security, or related field.
- Minimum 3–5 years of experience in aviation operations, emergency planning, crisis management, or safety.
- Strong knowledge of ICAO emergency planning requirements and crisis-management principles.
- Experience conducting drills, exercises, or emergency-preparedness training.
- Excellent communication, coordination, and organizational skills.

Preferred



- Formal training in emergency management, crisis communication, or incident command systems.
- Experience in airline, airport, ANSP, or regulatory environments.
- Familiarity with SMS, risk management, and business continuity planning.
- Experience with emergency-management software or EOC tools.

Key Competencies

- Strong situational awareness and calm decision-making.
- Excellent coordination and interpersonal skills.
- Ability to manage high-pressure situations with clarity and structure.
- Strong analytical and planning abilities.
- Effective communicator with diverse internal and external stakeholders.
- High integrity and commitment to safety and resilience.

Tools & Systems Knowledge

- Emergency management and crisis-coordination platforms.
- Communication and alerting systems (mass notification tools).
- Safety reporting and SMS systems.
- MS Office and documentation tools.

Working Conditions

- Primarily office-based with regular presence in operational areas.
- On-call availability for emergencies, drills, or crisis events.
- Occasional travel for coordination meetings, training, or exercises.

Role Impact

The Emergency Response Planner ensures the organization is fully prepared to respond to aviation emergencies and crises. By strengthening preparedness, coordination, and resilience, this role protects lives, supports regulatory compliance, and enhances organizational readiness.



8.58 — Cargo Operations Agent

Position Overview

The Cargo Operations Agent is responsible for coordinating and executing day-to-day cargo handling activities to ensure the safe, efficient, and compliant movement of air cargo. This role supports cargo acceptance, documentation, build-up, breakdown, storage, and aircraft loading operations in accordance with ICAO, IATA, airline, and airport regulations. The Cargo Operations Agent plays a key role in maintaining service quality, operational accuracy, and cargo integrity.

Key Responsibilities

1. Cargo Acceptance & Documentation

- Verify cargo documentation, including air waybills (AWB), manifests, and customs declarations.
- Ensure shipments meet IATA, airline, and regulatory requirements before acceptance.
- Check cargo for proper packaging, labelling, and compliance with weight and dimension limits.
- Process bookings, check-ins, and system entries in cargo management platforms.

2. Cargo Handling & Warehouse Operations

- Coordinate cargo build-up and breakdown activities, ensuring proper palletization and ULD preparation.
- Oversee cargo storage, segregation, and inventory control in the warehouse.
- Ensure temperature-controlled, valuable, perishable, and live-animal shipments are handled according to procedures.
- Monitor cargo movement to ensure timely dispatch and delivery.

3. Aircraft Loading Support

- Prepare load sheets, cargo manifests, and loading instructions for ramp teams.
- Ensure cargo is loaded according to weight and balance requirements.
- Communicate with ramp, flight operations, and load control teams to resolve discrepancies.
- Verify ULD integrity, seals, and load security.

4. Dangerous Goods & Special Cargo Handling



- Identify and process special cargo categories such as dangerous goods, lithium batteries, perishables, and restricted items.
- Ensure compliance with IATA DGR and company procedures.
- Report irregularities, undeclared DG, or damaged cargo immediately.

5. Customer Service & Stakeholder Coordination

- Assist freight forwarders, shippers, consignees, and airline representatives with cargo inquiries.
- Provide updates on shipment status, delays, or irregularities.
- Coordinate with customs, security, and regulatory agencies as required.

6. Safety, Security & Compliance

- Follow all safety and security procedures in cargo and airside areas.
- Report hazards, incidents, and operational irregularities through the SMS.
- Ensure compliance with ICAO, IATA, airport authority, and airline standards.
- Participate in audits, inspections, and training programs.

Qualifications & Experience

Essential

- High school diploma or vocational qualification in logistics, aviation, or related field.
- Experience in cargo, logistics, warehouse operations, or ground handling.
- Knowledge of IATA cargo procedures and basic aviation regulations.
- Strong communication, teamwork, and organizational skills.
- Ability to work in fast-paced, physically demanding environments.

Preferred

- IATA Cargo Introductory Course or equivalent training.
- Experience with cargo management systems (e.g., Cargospot, CHAMP, SkyChain).
- Dangerous Goods (DG) training (Category 8 or equivalent).
- Experience in airline, airport, or freight-forwarding environments.

Key Competencies

- Attention to detail and accuracy in documentation.



- Strong multitasking and time-management abilities.
- Customer-focused mindset.
- Ability to work under pressure and meet deadlines.
- Safety-conscious and compliant with procedures.
- Effective communication and teamwork.

Tools & Systems Knowledge

- Cargo management systems and warehouse scanning tools.
- ULD tracking and inventory systems.
- Basic knowledge of DG acceptance tools.
- MS Office and handheld cargo devices.

Working Conditions

- Warehouse and airside operational environment.
- Shift work, including nights, weekends, and holidays.
- Physical work involving lifting, moving cargo, and operating equipment.
- Exposure to varying weather conditions during ramp coordination.

Role Impact

The Cargo Operations Agent ensures that cargo moves safely, efficiently, and compliantly through the air transport system. Their work supports operational reliability, customer satisfaction, and the overall performance of the cargo supply chain.



8.59 — Cargo Handling Supervisor

Position Overview

The Cargo Handling Supervisor oversees and coordinates all cargo warehouse and ramp-side handling activities to ensure safe, efficient, and compliant cargo operations. This role leads cargo agents and warehouse staff, ensuring proper acceptance, build-up, breakdown, storage, and aircraft loading of cargo in accordance with ICAO, IATA, airline, and airport regulations. The Cargo Handling Supervisor plays a key leadership role in maintaining service quality, operational accuracy, and cargo integrity.

Key Responsibilities

1. Operational Supervision

- Supervise daily cargo handling activities, including acceptance, documentation, warehouse operations, and aircraft loading.
- Allocate tasks, monitor performance, and ensure adherence to operational procedures.
- Ensure proper build-up and breakdown of ULDs, pallets, and loose cargo.
- Oversee handling of special cargo (perishables, valuables, live animals, temperature-controlled goods).

2. Safety & Compliance Oversight

- Ensure all cargo operations comply with ICAO, IATA, airline, and airport authority regulations.
- Enforce safety procedures in warehouse and airside areas, including PPE use and equipment operation.
- Monitor compliance with Dangerous Goods (DG) handling requirements and escalate irregularities.
- Conduct safety briefings, toolbox talks, and hazard reporting through the SMS.

3. Staff Leadership & Training

- Lead, mentor, and support cargo agents and warehouse personnel.
- Provide on-the-job training and ensure staff maintain required certifications.
- Conduct performance evaluations and support continuous improvement.
- Promote a strong safety and service culture within the team.

4. Cargo Acceptance & Documentation Control

- Verify accuracy of cargo documentation, including AWBs, manifests, and customs forms.



- Ensure proper acceptance checks for packaging, labelling, and regulatory compliance.
- Resolve discrepancies in cargo documentation or shipment details.
- Support system entries and updates in cargo management platforms.

5. Warehouse & Inventory Management

- Oversee cargo storage, segregation, and inventory control.
- Ensure proper handling of priority shipments, transfer cargo, and time-critical freight.
- Monitor warehouse capacity, equipment availability, and resource allocation.
- Maintain cleanliness, organization, and security of cargo facilities.

6. Aircraft Loading Coordination

- Prepare and verify load instructions, ULD positions, and weight distribution.
- Coordinate with ramp teams, load control, and flight operations to ensure accurate loading.
- Verify ULD integrity, seals, and load security before dispatch.
- Address last-minute changes, irregularities, or operational disruptions.

7. Customer & Stakeholder Interaction

- Assist freight forwarders, shippers, consignees, and airline representatives with operational inquiries.
- Provide updates on shipment status, delays, or irregularities.
- Coordinate with customs, security, and regulatory agencies as required.

Qualifications & Experience

Essential

- High school diploma or vocational qualification in logistics, aviation, or related field.
- Minimum 3–5 years of experience in cargo or warehouse operations.
- Strong knowledge of IATA cargo procedures and basic aviation regulations.
- Experience supervising teams in operational environments.
- Strong communication, leadership, and organizational skills.

Preferred

- IATA Cargo or DG training (Category 6 or 8).



- Experience with cargo management systems (Cargospot, CHAMP, SkyChain).
- Previous experience in airline, airport, or ground-handling operations.
- Knowledge of ULD management and aircraft loading principles.

Key Competencies

- Strong leadership and team-coordination skills.
- High attention to detail and operational accuracy.
- Ability to work under pressure and manage time-critical tasks.
- Safety-focused mindset with strong regulatory awareness.
- Effective communication and problem-solving abilities.
- Customer-oriented approach.

Tools & Systems Knowledge

- Cargo management and warehouse scanning systems.
- ULD tracking and inventory platforms.
- DG acceptance and documentation tools.
- MS Office and handheld cargo devices.

Working Conditions

- Warehouse and airside operational environment.
- Shift work, including nights, weekends, and holidays.
- Physical work involving lifting, moving cargo, and supervising equipment use.
- Exposure to varying weather conditions during ramp coordination.

Role Impact

The Cargo Handling Supervisor ensures that cargo operations run smoothly, safely, and efficiently. By leading teams, enforcing compliance, and maintaining high service standards, this role directly supports operational reliability and customer satisfaction across the cargo supply chain.



8.60 — Cargo Sales Manager

Position Overview

The Cargo Sales Manager is responsible for developing and executing the organization's cargo sales strategy to maximize revenue, market share, and customer satisfaction. This role leads commercial activities related to air freight, including account management, market development, pricing, and partnerships. The Cargo Sales Manager works closely with cargo operations, revenue management, and external stakeholders to ensure profitable and sustainable cargo growth.

Key Responsibilities

1. Sales Strategy & Revenue Growth

- Develop and implement cargo sales strategies aligned with company objectives.
- Identify revenue opportunities across key markets, trade lanes, and customer segments.
- Set sales targets and monitor performance against revenue goals.
- Optimize cargo mix, yield, and load factor through effective commercial planning.

2. Customer Relationship Management

- Build and maintain strong relationships with freight forwarders, shippers, consolidators, and logistics partners.
- Conduct regular customer visits, business reviews, and sales presentations.
- Resolve customer issues, service concerns, and shipment irregularities.
- Ensure high levels of customer satisfaction and retention.

3. Market Development & Analysis

- Conduct market research to identify trends, competitor activities, and emerging opportunities.
- Develop new trade lanes, products, and service offerings (e.g., express, pharma, e-commerce, perishables).
- Provide market intelligence to senior management and revenue management teams.
- Participate in industry events, trade shows, and networking activities.

4. Pricing & Contract Management

- Develop pricing strategies in coordination with revenue management and finance.



- Negotiate commercial agreements, rate contracts, and service-level commitments.
- Ensure pricing decisions support profitability and competitive positioning.
- Monitor contract performance and adjust strategies as needed.

5. Coordination with Operations & Network Teams

- Collaborate with cargo operations to ensure capacity availability and service quality.
- Coordinate with network planning on capacity allocation and schedule optimization.
- Support operational teams with customer requirements and special cargo needs.
- Communicate forecasted demand and market expectations.

6. Sales Reporting & Performance Monitoring

- Prepare sales forecasts, revenue reports, and performance dashboards.
- Analyze sales data to identify trends, gaps, and improvement opportunities.
- Present commercial performance to senior leadership.
- Ensure CRM systems and sales records are accurate and up to date.

7. Team Leadership (if applicable)

- Lead and mentor sales executives or account managers.
- Provide coaching, performance evaluations, and development plans.
- Foster a high-performance, customer-focused sales culture.

Qualifications & Experience

Essential

- Bachelor's degree in business, Marketing, Logistics, or related field.
- Minimum 5 years of experience in air cargo sales, logistics, or freight forwarding.
- Strong knowledge of air cargo markets, pricing, and commercial practices.
- Proven track record of achieving sales targets and revenue growth.
- Excellent negotiation, communication, and relationship-building skills.

Preferred

- Experience with airlines, GSSAs, or major freight forwarders.
- Knowledge of IATA cargo procedures and special cargo products.



- Familiarity with CRM systems and cargo management platforms.
- Experience managing sales teams or regional markets.

Key Competencies

- Strong commercial acumen and strategic thinking.
- Excellent interpersonal and customer-relationship skills.
- Results-driven with strong analytical abilities.
- Ability to negotiate effectively and close deals.
- High adaptability in fast-changing market environments.
- Strong presentation and communication skills.

Tools & Systems Knowledge

- CRM platforms (Salesforce, HubSpot, CargoSpot CRM).
- Cargo management systems (Cargospot, CHAMP, SkyChain).
- Market analysis tools and reporting dashboards.
- MS Office (Excel, PowerPoint, Outlook).

Working Conditions

- Office-based with frequent travel to customer sites, trade shows, and industry events.
- Occasional visits to cargo terminals and operational areas.
- Flexible hours depending on customer and market needs.

Role Impact

The Cargo Sales Manager drives the commercial success of the cargo business. By building strong customer relationships, developing new markets, and optimizing revenue, this role directly contributes to the organization's profitability, competitiveness, and long-term growth.



8.61 — Cargo Revenue Manager

Position Overview

The Cargo Revenue Manager is responsible for maximizing cargo revenue through strategic pricing, capacity management, forecasting, and yield optimization. This role analyses market trends, demand patterns, and operational constraints to ensure the airline or cargo operator achieves optimal profitability across its network. The Cargo Revenue Manager works closely with sales, network planning, cargo operations, and finance to drive data-based commercial decisions.

Key Responsibilities

1. Revenue Optimization & Yield Management

- Develop and implement revenue-optimization strategies to maximize cargo yield and load factor.
- Monitor booking trends, demand fluctuations, and market conditions to adjust pricing and capacity allocations.
- Optimize cargo mix (general cargo, express, pharma, perishables, e-commerce, special cargo) to improve profitability.
- Identify underperforming routes and recommend corrective actions.

2. Pricing Strategy & Rate Management

- Develop dynamic pricing strategies based on demand, competition, and cost structures.
- Set tariff rates, spot rates, and contract pricing in coordination with sales teams.
- Approve or negotiate special pricing requests and large-volume deals.
- Ensure pricing decisions support revenue goals and competitive positioning.

3. Capacity Planning & Allocation

- Allocate cargo capacity across flights, routes, and customer segments.
- Coordinate with network planning and operations to optimize aircraft payload utilization.
- Manage overbooking strategies and monitor no-show or cancellation patterns.
- Support decisions on freighter deployment, charters, and seasonal capacity adjustments.

4. Forecasting & Performance Analysis

- Produce revenue forecasts, demand projections, and market outlooks.



- Analyze revenue performance by route, product, customer, and region.
- Identify revenue gaps and opportunities for improvement.
- Prepare regular reports for senior management and commercial leadership.

5. Commercial Coordination

- Work closely with Cargo Sales Managers to align pricing and revenue strategies.
- Provide sales teams with guidance on market trends, pricing corridors, and revenue targets.
- Collaborate with marketing on product positioning and promotional campaigns.
- Support contract negotiations with data-driven insights.

6. Systems & Process Management

- Maintain and optimize revenue-management systems and tools.
- Ensure accurate data entry, booking integrity, and system configuration.
- Support digitalization initiatives related to pricing, forecasting, and analytics.

7. Stakeholder Engagement

- Liaise with finance on budgeting, revenue reporting, and profitability analysis.
- Coordinate with operations to ensure capacity availability and service reliability.
- Engage with GSSAs, freight forwarders, and strategic partners on revenue-related matters.

Qualifications & Experience

Essential

- Bachelor's degree in business, Economics, Logistics, Aviation Management, or related field.
- Minimum 3–5 years of experience in cargo revenue management, pricing, or airline commercial roles.
- Strong analytical skills with experience in forecasting, data modelling, or revenue optimization.
- Knowledge of air cargo markets, pricing structures, and capacity-management principles.
- Excellent communication and decision-making abilities.

Preferred



- Experience with airline revenue-management systems (RMS) or cargo booking platforms.
- Background in freight forwarding, GSSA operations, or logistics analytics.
- Advanced Excel, BI tools, or data-analytics experience.
- Familiarity with IATA cargo procedures and special cargo products.

Key Competencies

- Strong commercial acumen and strategic thinking.
- High proficiency in data analysis and problem-solving.
- Ability to balance revenue goals with operational constraints.
- Excellent negotiation and communication skills.
- Detail-oriented with strong organizational abilities.
- Ability to work under pressure in fast-changing markets.

Tools & Systems Knowledge

- Revenue-management systems (RMS) and pricing tools.
- Cargo management platforms (Cargospot, CHAMP, SkyChain).
- Business intelligence and analytics tools (Power BI, Tableau).
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with occasional travel for commercial meetings or industry events.
- Regular interaction with sales, operations, finance, and network planning teams.
- Fast-paced environment requiring quick commercial decision-making.

Role Impact

The Cargo Revenue Manager plays a central role in the financial success of the cargo business. By optimizing pricing, capacity, and market strategy, this role directly drives profitability, competitiveness, and long-term commercial growth.



8.62 — Freighter Operations Coordinator

Position Overview

The Freighter Operations Coordinator is responsible for planning, coordinating, and monitoring all operational activities related to freighter aircraft. This role ensures that freighter flights are executed safely, efficiently, and in compliance with regulatory and airline requirements. The Freighter Operations Coordinator acts as the central link between cargo operations, load control, flight operations, ground handling agents, and customers to ensure optimal aircraft utilization and on-time performance.

Key Responsibilities

1. Freighter Flight Planning & Coordination

- Coordinate all operational aspects of freighter flights, including schedules, routes, payload, and special cargo requirements.
- Ensure aircraft availability, crew schedules, and ground handling resources are aligned with flight plans.
- Communicate operational requirements to stations, handlers, and internal departments.
- Monitor flight readiness and resolve operational issues proactively.

2. Payload & Capacity Management

- Review booking levels, cargo mix, and load forecasts to optimize payload utilization.
- Coordinate with Cargo Revenue Management and Sales to allocate capacity effectively.
- Ensure special cargo (e.g., outsized freight, perishables, pharma, live animals) is planned and loaded according to regulations.
- Validate load ability of shipments and ensure compliance with aircraft limitations.

3. Load Control & Documentation

- Prepare or verify load plans, load sheets, and weight & balance documentation for freighter flights.
- Ensure ULD positions, cargo distribution, and aircraft trim meet safety and regulatory requirements.
- Coordinate last-minute changes, no-shows, or cargo offloads.



- Ensure all documentation is accurate, complete, and compliant with ICAO/IATA standards.

4. Operational Monitoring & Irregularity Handling

- Monitor freighter operations in real time, including departure, arrival, and turnaround performance.
- Address operational disruptions such as delays, diversions, or technical issues.
- Coordinate recovery actions with operations control, maintenance, and ground handling teams.
- Communicate updates to customers, sales teams, and internal stakeholders.

5. Stakeholder Coordination

- Serve as the primary operational contact for ground handlers, ramp teams, load control, and flight operations.
- Liaise with customs, security, and airport authorities as required.
- Support charter operations, ad-hoc flights, and special missions.
- Participate in operational briefings and post-flight reviews.

6. Safety, Security & Compliance

- Ensure all freighter operations comply with ICAO, IATA, airline, and airport regulations.
- Monitor adherence to safety procedures, including DG handling, ULD integrity, and aircraft loading standards.
- Report hazards, incidents, and irregularities through the SMS.
- Support audits, inspections, and operational quality checks.

Qualifications & Experience

Essential

- Diploma or bachelor's degree in aviation, Logistics, or related field.
- Minimum 3–5 years of experience in cargo operations, load control, or freighter handling.
- Strong knowledge of aircraft loading, weight & balance, and ULD management.
- Familiarity with IATA cargo procedures and special cargo requirements.
- Excellent communication, coordination, and problem-solving skills.



Preferred

- Experience with freighter aircraft types (e.g., B747F, B777F, A330F, B767F).
- Loadmaster or load control certification.
- Dangerous Goods training (Category 6 or equivalent).
- Experience with cargo management systems (Cargospot, CHAMP, SkyChain).
- Background in airline operations control or cargo control centers.

Key Competencies

- Strong operational awareness and decision-making.
- Ability to manage time-critical tasks under pressure.
- High attention to detail and accuracy in documentation.
- Effective communication with diverse operational stakeholders.
- Strong teamwork and cross-functional coordination.
- Safety-focused mindset with strong regulatory awareness.

Tools & Systems Knowledge

- Cargo management systems and booking platforms.
- Load control and weight & balance tools.
- ULD tracking and inventory systems.
- Operational monitoring systems (OCC/IOCC tools).
- MS Office and communication platforms.

Working Conditions

- Office-based (Cargo Control Center or Operations Control Center) with regular visits to airside areas.
- Shift work, including nights, weekends, and holidays.
- Fast-paced environment requiring rapid operational decision-making.
- Occasional travel for operational support or training.

Role Impact

The Freightier Operations Coordinator ensures that freighter flights operate safely, efficiently, and profitably. By optimizing payload, coordinating stakeholders, and



maintaining operational control, this role directly supports the reliability and commercial success of the cargo network.



8.63 — Dangerous Goods Cargo Specialist

Position Overview

The Dangerous Goods Cargo Specialist is responsible for ensuring the safe, compliant, and efficient handling, acceptance, storage, and transport of dangerous goods within cargo operations. This role provides expert oversight of DG shipments, supports operational teams, and ensures adherence to ICAO Technical Instructions, IATA Dangerous Goods Regulations (DGR), and national regulatory requirements. The DG Cargo Specialist acts as the primary operational authority for DG-related matters within the cargo environment.

Key Responsibilities

1. Dangerous Goods Acceptance & Verification

- Perform DG acceptance checks in accordance with IATA DGR and airline procedures.
- Verify documentation, packaging, marking, labelling, and compliance with applicable regulations.
- Ensure correct classification, segregation, and stowage of DG shipments.
- Identify and reject non-compliant or improperly declared DG cargo.

2. Operational Oversight & Support

- Provide on-site guidance to cargo agents, warehouse staff, and ramp teams on DG handling.
- Ensure DG shipments are loaded, stored, and transported safely and correctly.
- Support freighter and passenger aircraft operations with DG load ability assessments.
- Coordinate with load control to ensure DG is reflected accurately in load sheets and NOTOCs.

3. Incident Response & Investigation

- Respond to DG irregularities, leaks, spills, or undeclared/mis declared shipments.
- Secure affected areas and coordinate with safety, security, and regulatory authorities.
- Assist in investigations and prepare DG incident reports.
- Track trends and recommend preventive measures.

4. Compliance & Regulatory Management



- Ensure full compliance with ICAO TI, IATA DGR, and national DG regulations.
- Maintain DG records, acceptance checklists, and regulatory documentation.
- Support internal and external audits, inspections, and regulatory reviews.
- Monitor regulatory updates and communicate changes to operational teams.

5. Training & Competency Support

- Provide on-the-job DG training and coaching to cargo and warehouse personnel.
- Support formal DG training programs and competency assessments.
- Promote awareness of DG hazards, reporting obligations, and safe handling practices.

6. Coordination with Stakeholders

- Liaise with freight forwarders, shippers, and consignees regarding DG requirements.
- Coordinate with customs, airport authorities, and emergency services when required.
- Support communication with airline operations, safety, and compliance teams.

Qualifications & Experience

Essential

- Formal Dangerous Goods training (IATA Category 6 or equivalent).
- Minimum 2–4 years of experience in cargo operations, DG handling, or logistics.
- Strong knowledge of ICAO TI, IATA DGR, and national DG regulations.
- Ability to identify DG irregularities and enforce compliance.
- Strong communication, problem-solving, and decision-making skills.

Preferred

- Advanced DG training or instructor qualification.
- Experience in airline, ground handling, or cargo terminal environments.
- Familiarity with DG acceptance systems and cargo management platforms.
- Knowledge of special cargo categories (lithium batteries, radioactive materials, etc.).

Key Competencies

- High attention to detail and regulatory precision.



- Strong situational awareness and safety mindset.
- Ability to work under pressure and manage time-critical tasks.
- Effective communication and teamwork.
- Confidence in enforcing compliance and rejecting unsafe shipments.
- Analytical thinking and problem-solving ability.

Tools & Systems Knowledge

- DG acceptance and documentation systems.
- Cargo management platforms (Cargospot, CHAMP, SkyChain).
- Safety reporting tools (SMS platforms).
- MS Office and DG reference tools.

Working Conditions

- Warehouse and airside operational environment.
- Shift work, including nights, weekends, and holidays.
- Physical work involving inspection, handling, and movement of cargo.
- Exposure to hazardous materials (with appropriate PPE).
- On-call availability for DG incidents or urgent operational needs.

Role Impact

The Dangerous Goods Cargo Specialist plays a critical role in protecting people, aircraft, and infrastructure from the risks associated with hazardous materials. By ensuring strict compliance and operational excellence, this role safeguards the integrity of the cargo supply chain and supports safe, reliable air transport.



8.64 — Perishable Cargo Specialist

Position Overview

The Perishable Cargo Specialist is responsible for ensuring the safe, compliant, and quality-controlled handling of perishable goods throughout the air cargo supply chain. This role oversees acceptance, storage, temperature management, and transport of time- and temperature-sensitive cargo in accordance with IATA Perishable Cargo Regulations (PCR), airline standards, and customer requirements. The Perishable Cargo Specialist acts as the subject-matter expert for all perishable-related processes within cargo operations.

Key Responsibilities

1. Perishable Cargo Acceptance & Verification

- Conduct acceptance checks for perishable shipments in accordance with IATA PCR and airline procedures.
- Verify packaging, labelling, documentation, and temperature-control requirements.
- Ensure shipments meet shelf-life, quality, and regulatory standards before acceptance.
- Identify and reject non-compliant or improperly prepared perishable cargo.

2. Temperature-Controlled Handling & Storage

- Oversee proper storage of perishables in temperature-controlled facilities (cool rooms, freezers, ambient zones).
- Monitor temperature logs, humidity levels, and storage conditions.
- Ensure correct segregation of incompatible products (e.g., produce, flowers, pharmaceuticals).
- Coordinate replenishment of dry ice, gel packs, or active cooling systems as required.

3. Operational Coordination

- Work with warehouse teams to ensure timely build-up, breakdown, and dispatch of perishable shipments.
- Coordinate with ramp and load control teams to minimize exposure to heat, cold, or delays.
- Ensure perishable cargo is prioritized during peak operations or irregularities.
- Support freighter and passenger aircraft operations with perishable loadability assessments.



4. Quality Assurance & Compliance

- Ensure compliance with IATA PCR, airline SOPs, and national food safety regulations.
- Conduct quality checks on packaging integrity, temperature indicators, and product condition.
- Maintain accurate records of temperature monitoring, handling logs, and irregularities.
- Support internal and external audits related to perishable cargo handling.

5. Incident Response & Irregularity Management

- Respond to temperature excursions, damaged packaging, or product spoilage.
- Coordinate corrective actions with warehouse, operations, and customer service teams.
- Prepare incident reports and support investigations.
- Recommend preventive measures to reduce future irregularities.

6. Customer & Stakeholder Coordination

- Liaise with shippers, freight forwarders, and consignees regarding perishable requirements.
- Provide updates on shipment status, delays, or quality concerns.
- Coordinate with customs, veterinary authorities, and phytosanitary agencies when required.
- Support special cargo programs (e.g., pharma, fresh produce, flowers, seafood).

7. Training & Awareness

- Provide on-the-job training to cargo staff on perishable handling procedures.
- Support formal training programs on temperature-sensitive cargo.
- Promote awareness of perishable cargo risks, quality standards, and best practices.

Qualifications & Experience

Essential

- Experience in cargo operations, logistics, or perishable goods handling.
- Knowledge of IATA Perishable Cargo Regulations (PCR) and temperature-controlled logistics.
- Strong understanding of cold-chain management principles.



- Excellent communication, coordination, and problem-solving skills.

Preferred

- IATA Perishable Cargo training or equivalent certification.
- Experience with pharma logistics (CEIV Pharma, GDP standards).
- Familiarity with cargo management systems (Cargospot, CHAMP, SkyChain).
- Background in food safety, agriculture, or quality control.

Key Competencies

- High attention to detail and quality standards.
- Strong situational awareness and time-critical decision-making.
- Ability to work under pressure in fast-paced environments.
- Excellent teamwork and cross-functional coordination.
- Customer-focused mindset with strong service orientation.
- Safety- and compliance-driven approach.

Tools & Systems Knowledge

- Temperature-monitoring devices and cold-chain equipment.
- Cargo management and warehouse scanning systems.
- Data-logging and quality-control tools.
- MS Office and documentation platforms.

Working Conditions

- Warehouse and airside operational environment.
- Shift work, including nights, weekends, and holidays.
- Exposure to cold-storage environments and varying weather conditions.
- Physical work involving inspection and handling of cargo.

Role Impact

The Perishable Cargo Specialist ensures that temperature-sensitive goods maintain their quality and integrity throughout the air transport process. By safeguarding cold-chain compliance and operational excellence, this role directly supports customer satisfaction, regulatory compliance, and the reputation of the cargo operation.



8.65 — Live Animal Cargo Specialist

Position Overview

The Live Animal Cargo Specialist is responsible for ensuring the safe, humane, and compliant handling of live animals throughout the air cargo transport process. This role oversees acceptance, documentation, welfare checks, loading, and monitoring of live-animal shipments in accordance with IATA Live Animals Regulations (LAR), airline standards, and national veterinary requirements. The Live Animal Cargo Specialist acts as the subject-matter expert for all live-animal cargo operations.

Key Responsibilities

1. Live Animal Acceptance & Documentation

- Conduct acceptance checks for live-animal shipments in accordance with IATA LAR and airline procedures.
- Verify documentation including health certificates, permits, declarations, and species-specific requirements.
- Ensure containers, cages, and crates meet IATA standards for ventilation, size, strength, and safety.
- Reject non-compliant shipments and provide guidance to shippers on corrective actions.

2. Animal Welfare & Handling Oversight

- Ensure animals are handled humanely and with minimal stress throughout the cargo process.
- Monitor animal condition, behaviour, and welfare indicators during acceptance, storage, and loading.
- Ensure proper feeding, watering, and rest requirements are met based on species and transit time.
- Coordinate with veterinary authorities when required.

3. Temperature-Controlled & Special Handling

- Ensure appropriate temperature, lighting, and noise conditions in holding areas.
- Coordinate with operations to minimize exposure to extreme weather or delays.
- Ensure species-specific handling protocols (e.g., birds, reptiles, livestock, pets, zoo animals) are followed.
- Support special shipments such as endangered species, research animals, or high-value animals.



4. Operational Coordination

- Work closely with warehouse teams to ensure timely movement of live-animal shipments.
- Coordinate with ramp and load control teams to ensure safe stowage and aircraft loading.
- Verify load ability and ensure animals are placed in appropriate aircraft compartments.
- Support freighter and passenger aircraft operations with live-animal requirements.

5. Compliance & Quality Assurance

- Ensure compliance with IATA LAR, CITES, national veterinary regulations, and airline SOPs.
- Maintain accurate records of inspections, welfare checks, and handling logs.
- Support internal and external audits related to live-animal handling.
- Monitor regulatory updates and communicate changes to operational teams.

6. Incident Response & Irregularity Management

- Respond to welfare concerns, container damage, temperature excursions, or delays.
- Coordinate corrective actions with operations, customer service, and veterinary authorities.
- Prepare incident reports and support investigations.
- Recommend preventive measures to reduce future irregularities.

7. Customer & Stakeholder Coordination

- Liaise with shippers, freight forwarders, consignees, and animal handlers.
- Provide updates on shipment status, delays, or welfare concerns.
- Coordinate with customs, veterinary inspectors, and wildlife authorities.
- Support customer education on live-animal transport requirements.

8. Training & Awareness

- Provide on-the-job training to cargo staff on live-animal handling procedures.
- Support formal training programs on IATA LAR and animal-welfare standards.
- Promote awareness of species-specific risks, welfare needs, and regulatory obligations.



Qualifications & Experience

Essential

- Experience in cargo operations, animal handling, or veterinary support.
- Knowledge of IATA Live Animals Regulations (LAR).
- Strong understanding of animal welfare principles and species-specific needs.
- Excellent communication, coordination, and problem-solving skills.

Preferred

- IATA LAR certification or equivalent training.
- Experience in animal logistics, veterinary clinics, zoos, or wildlife transport.
- Familiarity with cargo management systems (Cargospot, CHAMP, SkyChain).
- Knowledge of CITES and international animal-transport regulations.

Key Competencies

- Compassionate and humane approach to animal handling.
- Strong situational awareness and calm decision-making.
- High attention to detail and regulatory precision.
- Ability to work under pressure in time-critical environments.
- Excellent teamwork and cross-functional coordination.
- Customer-focused mindset with strong service orientation.

Tools & Systems Knowledge

- Temperature-monitoring and environmental-control equipment.
- Cargo management and warehouse scanning systems.
- Animal-welfare monitoring tools and documentation platforms.
- MS Office and reporting tools.

Working Conditions

- Warehouse and airside operational environment.
- Shift work, including nights, weekends, and holidays.
- Exposure to varying weather conditions and animal environments.
- Physical work involving inspection and handling of animal containers.

Role Impact



The Live Animal Cargo Specialist ensures that animals are transported safely, humanely, and in full compliance with international regulations. By safeguarding animal welfare and operational integrity, this role enhances customer trust, regulatory compliance, and the reputation of the cargo operation.



8.66 — Cargo Claims Specialist

Position Overview

The Cargo Claims Specialist is responsible for managing, investigating, and resolving cargo claims related to loss, damage, delay, or service irregularities. This role ensures that claims are processed efficiently, fairly, and in accordance with international conventions (e.g., Montreal Convention), airline policies, and contractual obligations. The Cargo Claims Specialist acts as the primary liaison between customers, insurers, operational teams, and legal departments to ensure accurate claim assessment and timely resolution.

Key Responsibilities

1. Claims Intake & Case Management

- Receive, log, and acknowledge cargo claims submitted by customers, freight forwarders, and agents.
- Review claim documentation, including AWBs, invoices, photos, packing lists, and incident reports.
- Maintain accurate and organized claim files in accordance with company procedures.
- Prioritize cases based on urgency, complexity, and regulatory timelines.

2. Investigation & Root Cause Analysis

- Conduct detailed investigations into cargo loss, damage, or delay incidents.
- Coordinate with cargo operations, warehouse teams, ramp staff, and ground handlers to gather evidence.
- Review handling logs, temperature records, ULD tracking data, and CCTV footage when applicable.
- Identify root causes and contributing factors to support corrective actions.

3. Liability Assessment & Settlement

- Assess liability in accordance with the Montreal Convention, IATA rules, and airline policies.
- Calculate compensation amounts based on weight, declared value, or contractual terms.
- Prepare settlement proposals and negotiate resolutions with customers or insurers.
- Ensure settlements are fair, compliant, and properly documented.



4. Customer Communication & Support

- Serve as the primary point of contact for claimants throughout the claims process.
- Provide clear updates on claim status, required documents, and expected timelines.
- Handle customer inquiries professionally and empathetically.
- Maintain strong relationships with freight forwarders, shippers, and consignees.

5. Coordination with Internal & External Stakeholders

- Work closely with operations, safety, quality, and legal teams during investigations.
- Liaise with insurance providers, adjusters, and third-party service partners.
- Support audits, regulatory reviews, and legal proceedings when required.
- Provide feedback to operational teams to prevent recurrence of claim-related issues.

6. Reporting & Data Analysis

- Maintain claims databases and ensure accurate data entry.
- Prepare regular reports on claim trends, root causes, and financial impact.
- Identify recurring issues and recommend process improvements.
- Support risk-management and quality-assurance initiatives.

7. Compliance & Documentation

- Ensure claims handling complies with international conventions, national regulations, and internal policies.
- Maintain confidentiality and data-protection standards.
- Support updates to claims procedures, manuals, and customer-service guidelines.

Qualifications & Experience

Essential

- Experience in cargo operations, logistics, customer service, or claims management.
- Strong understanding of air cargo processes and documentation (AWB, ULDs, manifests).
- Knowledge of the Montreal Convention and basic liability principles.



- Excellent communication, negotiation, and problem-solving skills.
- High attention to detail and strong organizational abilities.

Preferred

- Experience in airline, GSSA, freight forwarding, or cargo-terminal environments.
- Familiarity with cargo management systems (Cargospot, CHAMP, SkyChain).
- Knowledge of special cargo categories (DG, perishables, live animals).
- Background in insurance, legal claims, or quality assurance.

Key Competencies

- Strong analytical and investigative mindset.
- Customer-focused approach with empathy and professionalism.
- Ability to manage multiple cases under time pressure.
- High integrity and fairness in decision-making.
- Effective communication and conflict-resolution skills.
- Strong documentation and reporting abilities.

Tools & Systems Knowledge

- Claims-management and CRM systems.
- Cargo management platforms and tracking tools.
- MS Office and reporting dashboards.
- Digital documentation and workflow tools.

Working Conditions

- Office-based with occasional visits to warehouse or airside areas for investigations.
- Standard business hours with flexibility for urgent claim cases.
- Occasional travel for audits, training, or stakeholder meetings.

Role Impact

The Cargo Claims Specialist plays a vital role in protecting the organization's reputation and customer relationships. By resolving claims efficiently and fairly, identifying root causes, and supporting operational improvements, this role strengthens customer trust and enhances overall cargo service quality.



8.67 — Air Freight Forwarder

Position Overview

The Air Freight Forwarder is responsible for coordinating and managing the end-to-end movement of air cargo on behalf of shippers and consignees. This role handles booking, documentation, customs processes, cargo consolidation, and communication with airlines, ground handlers, and logistics partners. The Air Freight Forwarder ensures shipments are transported efficiently, cost-effectively, and in full compliance with IATA, customs, and regulatory requirements.

Key Responsibilities

1. Shipment Planning & Coordination

- Arrange air freight bookings with airlines, GSSAs, and consolidators.
- Plan routings, transit points, and service levels based on customer requirements.
- Coordinate pickup, delivery, and multimodal connections (road, sea, rail).
- Monitor shipment progress and ensure on-time movement.

2. Documentation & Regulatory Compliance

- Prepare and verify air waybills (MAWB/HAWB), commercial invoices, packing lists, and export declarations.
- Ensure compliance with IATA cargo rules, customs regulations, and trade documentation requirements.
- Process export and import clearances, including customs entries and bonded-cargo procedures.
- Maintain accurate shipment records and regulatory documentation.

3. Customer Service & Account Support

- Serve as the primary point of contact for shippers, consignees, and logistics partners.
- Provide quotations, transit-time options, and service recommendations.
- Communicate shipment status updates, delays, or irregularities.
- Resolve customer issues professionally and proactively.

4. Cargo Handling & Coordination with Partners

- Coordinate with warehouses, ground handlers, and trucking partners for cargo acceptance and delivery.



- Ensure proper handling of special cargo (DG, perishables, live animals, valuables, pharma).
- Verify cargo weight, dimensions, packaging, and labelling.
- Support consolidation and deconsolidation activities for groupage shipments.

5. Cost Control & Billing

- Negotiate rates with airlines, trucking companies, and service providers.
- Prepare cost estimates and customer quotations.
- Verify supplier invoices and prepare customer billing.
- Monitor profitability of shipments and identify cost-saving opportunities.

6. Irregularity Handling & Problem Resolution

- Manage shipment disruptions such as delays, offloads, customs hold, or documentation issues.
- Coordinate corrective actions with airlines, handlers, and customs brokers.
- Prepare incident reports and communicate resolutions to customers.
- Recommend preventive measures to reduce future irregularities.

7. Relationship Management & Business Development Support

- Build strong relationships with airlines, GSSAs, trucking partners, and customs brokers.
- Support sales teams with operational insights and customer requirements.
- Identify opportunities to upsell value-added services (express, temperature-controlled, insurance).
- Participate in customer meetings and service reviews when required.

Qualifications & Experience

Essential

- Experience in freight forwarding, logistics, or air cargo operations.
- Strong understanding of air freight processes, documentation, and customs procedures.
- Knowledge of IATA cargo rules and international trade requirements.
- Excellent communication, coordination, and customer-service skills.
- Ability to multitask in a fast-paced environment.

Preferred



- IATA Cargo Introductory or Advanced training.
- Experience with cargo management systems (Cargowise, CargoSpot, CHAMP).
- Knowledge of DG, perishable, or live-animal handling requirements.
- Background in import/export compliance or customs brokerage.

Key Competencies

- Strong organizational and time-management abilities.
- Customer-focused mindset with proactive problem-solving.
- High attention to detail and accuracy in documentation.
- Ability to work under pressure and meet tight deadlines.
- Effective communication and negotiation skills.
- Team-oriented with strong cross-functional coordination.

Tools & Systems Knowledge

- Freight-forwarding and logistics platforms (CargoWise, Logitude, Magaya).
- Airline booking systems and cargo portals.
- Customs-clearance and trade-compliance tools.
- MS Office and digital documentation systems.

Working Conditions

- Office-based with occasional visits to warehouses, cargo terminals, or customs facilities.
- Standard business hours with flexibility for urgent shipments or time-critical cargo.
- Occasional travel for customer visits or partner meetings.

Role Impact

The Air Freight Forwarder plays a central role in global supply chains by ensuring cargo moves efficiently, compliantly, and reliably across international borders. Their expertise supports customer satisfaction, operational excellence, and the commercial success of the logistics operation.



8.68 — AOG Logistics Specialist

Department: Technical Logistics / Supply Chain

Reports To: AOG Desk Manager

Role Purpose

Manages urgent logistics for Aircraft-on-Ground (AOG) situations, ensuring rapid delivery of critical aircraft parts worldwide.

Key Responsibilities

- Coordinate urgent shipments via air, courier, or charter.
- Source parts from suppliers, MROs, and partner airlines.
- Manage customs clearance for time-critical shipments.
- Track shipments end-to-end and update MCC/engineering.
- Maintain AOG logistics database and KPIs.

KPIs

- AOG resolution time
- On-time delivery of critical parts
- Cost efficiency

Qualifications & Experience

- 3–6 years aviation logistics experience
- Knowledge of customs and global freight



8.69 — Revenue Management Analyst

Position Overview

The Revenue Management Analyst is responsible for analysing demand, pricing, capacity, and market trends to optimize revenue performance across the airline's network. This role supports the development of pricing strategies, forecasting models, and revenue-optimization initiatives that maximize yield and load factor. Working closely with sales, network planning, finance, and operations, the Revenue Management Analyst provides data-driven insights that directly influence commercial decisions.

Key Responsibilities

1. Revenue Optimization & Pricing Analysis

- Monitor booking trends, demand patterns, and competitive pricing to optimize revenue.
- Recommend fare adjustments, pricing corridors, and promotional strategies.
- Analyse route profitability and identify opportunities to improve yield and load factor.
- Support dynamic pricing initiatives and revenue-management system (RMS) configurations.

2. Forecasting & Demand Modelling

- Develop and maintain demand forecasts for routes, seasons, and customer segments.
- Analyse historical data, market indicators, and booking curves to predict revenue outcomes.
- Support budget planning and long-term revenue projections.
- Identify risks and opportunities based on forecast variances.

3. Capacity & Inventory Management

- Monitor seat or cargo-capacity utilization and recommend adjustments to inventory controls.
- Support overbooking strategies based on no-show and cancellation patterns.
- Coordinate with network planning on schedule changes, aircraft swaps, and seasonal capacity.
- Optimize product mix (e.g., fare families, cargo products, ancillary services).



4. Performance Reporting & Insights

- Prepare regular revenue reports, dashboards, and KPI analyses for senior management.
- Conduct deep-dive analyses on route performance, customer behavior, and market shifts.
- Identify underperforming routes and recommend corrective actions.
- Present insights to commercial teams and support strategic decision-making.

5. Competitive & Market Intelligence

- Track competitor pricing, capacity changes, and market developments.
- Analyze macroeconomic factors, industry trends, and regulatory impacts.
- Provide commercial teams with timely intelligence to support pricing and sales strategies.

6. Cross-Functional Collaboration

- Work closely with sales teams to align pricing decisions with market needs.
- Coordinate with marketing on promotional campaigns and product positioning.
- Support finance with revenue forecasts, variance analysis, and profitability studies.
- Collaborate with operations to ensure capacity availability and service reliability.

7. Systems & Process Improvement

- Maintain and optimize revenue-management tools and data systems.
- Support automation, digitalization, and analytics-enhancement initiatives.
- Ensure data accuracy, integrity, and consistency across systems.
- Recommend process improvements to enhance forecasting and pricing efficiency.

Qualifications & Experience

Essential

- Bachelor's degree in economics, Business, Data Analytics, Aviation Management, or related field.
- Strong analytical skills with experience in data modelling, forecasting, or financial analysis.



- Proficiency in Excel and data-analysis tools.
- Ability to interpret complex datasets and translate insights into actionable recommendations.
- Strong communication and problem-solving abilities.

Preferred

- Experience in airline revenue management, pricing, or commercial planning.
- Familiarity with RMS platforms and BI tools (Power BI, Tableau).
- Knowledge of airline economics, fare structures, or cargo pricing.
- Programming or data-science skills (SQL, Python, R).

Key Competencies

- Strong analytical and quantitative mindset.
- Commercial awareness and strategic thinking.
- High attention to detail and data accuracy.
- Ability to work under pressure and manage multiple priorities.
- Effective communication and presentation skills.
- Collaborative and cross-functional approach.

Tools & Systems Knowledge

- Revenue-management systems (RMS).
- BI and data-visualization tools.
- Airline booking and inventory systems.
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with occasional travel for commercial meetings or training.
- Fast-paced environment requiring quick analytical decision-making.
- Regular interaction with sales, finance, network planning, and operations teams.

Role Impact

The Revenue Management Analyst plays a crucial role in maximizing the airline's financial performance. By optimizing pricing, forecasting demand, and analysing market



trends, this role directly influences profitability, competitiveness, and long-term commercial success.



8.70 — Network Planner

Position Overview

The Network Planner is responsible for designing, optimizing, and maintaining the airline's route network and flight schedules to maximize profitability, operational efficiency, and market competitiveness. This role analyzes demand, capacity, fleet performance, and market trends to develop strategic and tactical network plans. The Network Planner works closely with revenue management, fleet planning, operations, and sales to ensure the network supports the airline's commercial and operational objectives.

Key Responsibilities

1. Network Strategy & Route Planning

- Develop short-, medium-, and long-term network strategies aligned with corporate goals.
- Evaluate new route opportunities, frequency adjustments, and seasonal changes.
- Conduct feasibility studies using demand forecasts, competitive analysis, and financial modeling.
- Prepare business cases for new routes, route cancellations, or capacity changes.

2. Schedule Development & Optimization

- Build and optimize flight schedules to maximize aircraft utilization and connectivity.
- Ensure schedules meet operational constraints, including crew duty limits, maintenance windows, and airport slot restrictions.
- Coordinate with operations control, airport teams, and ground handling to ensure schedule feasibility.
- Support schedule publication cycles and timetable updates.

3. Fleet Deployment & Capacity Management

- Allocate aircraft types and capacities to routes based on demand, performance, and profitability.
- Analyze aircraft range, payload, and operational limitations to ensure optimal deployment.
- Coordinate with fleet planning on long-term fleet strategy and aircraft acquisitions or retirements.
- Support decisions on wet leases, charters, and seasonal fleet adjustments.



4. Market & Competitive Analysis

- Monitor market trends, competitor schedules, capacity changes, and pricing strategies.
- Analyse macroeconomic factors, regulatory developments, and industry dynamics.
- Identify growth opportunities and risks across regions and customer segments.
- Provide insights to commercial leadership to support strategic decision-making.

5. Performance Monitoring & Reporting

- Track route performance using KPIs such as load factor, yield, RASK, CASK, and profitability.
- Conduct post-launch evaluations of new routes and schedule changes.
- Prepare regular reports and presentations for senior management.
- Recommend corrective actions for underperforming routes.

6. Cross-Functional Collaboration

- Work closely with Revenue Management to align capacity with demand forecasts.
- Coordinate with Sales and Marketing on route launches and promotional strategies.
- Collaborate with Operations on schedule feasibility and operational resilience.
- Support Finance with budgeting, forecasting, and profitability analysis.

7. Slot & Regulatory Management

- Manage airport slot requests, coordination, and compliance with slot regulations.
- Liaise with airport authorities, slot coordinators, and regulatory bodies.
- Ensure adherence to slot usage rules (e.g., 80/20 rule) to protect slot portfolios.
- Support applications for traffic rights and regulatory approvals.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Economics, Business, Data Analytics, or related field.
- Strong analytical skills with experience in forecasting, modeling, or commercial analysis.



- Understanding of airline economics, scheduling principles, and network planning concepts.
- Proficiency in Excel and analytical tools.
- Strong communication and problem-solving abilities.

Preferred

- Experience in airline network planning, scheduling, or revenue management.
- Familiarity with scheduling and network-planning systems (e.g., Sabre, Amadeus, OAG).
- Knowledge of fleet performance, airport operations, and slot management.
- Skills in data analytics, SQL, Python, or BI tools.

Key Competencies

- Strategic and analytical thinking.
- High attention to detail and data accuracy.
- Ability to balance commercial and operational considerations.
- Strong communication and presentation skills.
- Ability to work under pressure and manage multiple priorities.
- Collaborative mindset with cross-functional coordination.

Tools & Systems Knowledge

- Network planning and scheduling systems.
- BI and data-visualization tools (Power BI, Tableau).
- Airline booking and inventory systems.
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with occasional travel for route studies, airport meetings, or industry events.
- Fast-paced environment requiring quick analytical decision-making.
- Regular interaction with commercial, operational, and financial teams.

Role Impact

The Network Planner shapes the airline's commercial footprint and long-term competitiveness. By designing an efficient, profitable, and market-responsive network, this role directly influences revenue, customer experience, and strategic growth.



8.71 — Scheduling Analyst

Position Overview

The Scheduling Analyst is responsible for developing, analyzing, and optimizing flight schedules to ensure operational feasibility, commercial performance, and regulatory compliance. This role supports the creation of seasonal timetables, evaluates schedule changes, and coordinates with multiple departments to balance aircraft utilization, crew requirements, airport constraints, and market demand. The Scheduling Analyst plays a key role in shaping the airline's operational reliability and commercial competitiveness.

Key Responsibilities

1. Schedule Development & Optimization

- Build and maintain flight schedules for seasonal and ad-hoc planning cycles.
- Optimize aircraft rotations to maximize utilization while maintaining operational robustness.
- Ensure schedules comply with crew duty limits, maintenance requirements, and airport slot restrictions.
- Evaluate schedule changes for commercial and operational impact.

2. Operational Feasibility Analysis

- Assess turnaround times, block times, and airport operating constraints.
- Coordinate with Operations Control, Maintenance, and Ground Handling to validate schedule feasibility.
- Identify potential bottlenecks or conflicts and propose corrective actions.
- Support contingency planning for disruptions, aircraft swaps, or operational irregularities.

3. Slot Management & Regulatory Coordination

- Prepare and submit slot requests for coordinated airports.
- Monitor slot usage to ensure compliance with regulatory rules (e.g., 80/20 rule).
- Liaise with airport slot coordinators and regulatory authorities.
- Track slot performance and support slot-portfolio optimization.

4. Commercial & Market Analysis

- Analyze demand patterns, competitor schedules, and market trends to support schedule decisions.



- Coordinate with Revenue Management and Network Planning to align schedules with commercial goals.
- Evaluate schedule changes for revenue impact, connectivity, and customer experience.
- Support new route launches and seasonal adjustments.

5. Performance Monitoring & Reporting

- Track schedule reliability, on-time performance (OTP), and operational KPIs.
- Prepare reports on schedule efficiency, aircraft utilization, and operational performance.
- Identify trends and recommend improvements to enhance schedule robustness.
- Support post-season evaluations and long-term planning.

6. Cross-Functional Collaboration

- Work closely with Network Planning, Revenue Management, Operations, Crew Planning, and Airport teams.
- Support communication of schedule changes to internal stakeholders.
- Provide analytical support for commercial and operational decision-making.
- Participate in schedule review meetings and planning workshops.

7. Systems & Data Management

- Maintain schedule data in planning and scheduling systems.
- Ensure accuracy and consistency of schedule information across internal platforms.
- Support automation and digitalization initiatives to improve scheduling efficiency.
- Validate data integrity for publication in reservation systems and timetables.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Business, Economics, Data Analytics, or related field.
- Strong analytical skills with experience in data modeling or operational analysis.
- Understanding of airline scheduling principles and operational constraints.
- Proficiency in Excel and analytical tools.



- Strong communication and problem-solving abilities.

Preferred

- Experience in airline scheduling, network planning, or operations analysis.
- Familiarity with scheduling systems (e.g., Sabre, Amadeus, OAG).
- Knowledge of airport slot coordination and regulatory frameworks.
- Skills in SQL, Python, or BI tools (Power BI, Tableau).

Key Competencies

- Analytical and detail-oriented mindset.
- Ability to balance commercial and operational priorities.
- Strong organizational and time-management skills.
- Effective communication and cross-functional collaboration.
- Ability to work under pressure and manage multiple deadlines.
- Strategic thinking with a focus on operational reliability.

Tools & Systems Knowledge

- Airline scheduling and network-planning systems.
- BI and data-visualization tools.
- Reservation and inventory systems.
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with occasional travel for airport or regulatory meetings.
- Fast-paced environment requiring quick analytical decision-making.
- Regular interaction with commercial, operational, and regulatory teams.

Role Impact

The Scheduling Analyst ensures that the airline's schedule is both commercially competitive and operationally reliable. By optimizing aircraft utilization, protecting on-time performance, and aligning schedules with market demand, this role directly influences customer satisfaction, profitability, and network efficiency.



8.72 — Route Development Manager

Position Overview

The Route Development Manager is responsible for identifying, evaluating, and developing new air service opportunities that enhance the airline's network, profitability, and strategic positioning. This role conducts in-depth market analysis, builds business cases for new routes, and leads engagement with airports, tourism boards, governments, and commercial partners. The Route Development Manager plays a pivotal role in shaping the airline's long-term growth and competitive footprint.

Key Responsibilities

1. Market Research & Opportunity Identification

- Analyze global and regional markets to identify new route opportunities and network expansion potential.
- Evaluate demand drivers such as economic trends, trade flows, tourism patterns, and demographic shifts.
- Monitor competitor activity, capacity changes, and industry developments.
- Identify underserved markets, high-growth regions, and strategic partnership opportunities.

2. Route Feasibility & Business Case Development

- Conduct detailed route feasibility studies, including demand forecasting, revenue projections, and cost analysis.
- Assess operational viability, including aircraft performance, airport infrastructure, and regulatory constraints.
- Prepare comprehensive business cases for new routes, frequency changes, or route cancellations.
- Present recommendations to senior management and support decision-making processes.

3. Airport & Stakeholder Engagement

- Build strong relationships with airports, tourism authorities, government agencies, and commercial partners.
- Negotiate route support packages, marketing partnerships, and incentive programs.
- Participate in air service development meetings, conferences, and joint promotional activities.



- Coordinate with airports on slot availability, operational requirements, and infrastructure needs.

4. Strategic Planning & Network Alignment

- Align route development initiatives with the airline's long-term network strategy and fleet plan.
- Collaborate with Network Planning, Revenue Management, and Sales to ensure commercial viability.
- Support fleet deployment decisions and long-term capacity planning.
- Contribute to strategic growth initiatives such as alliances, joint ventures, and interline partnerships.

5. Performance Monitoring & Post-Launch Evaluation

- Track performance of newly launched routes against forecasts and KPIs.
- Conduct post-launch reviews to assess revenue, load factor, and market response.
- Recommend adjustments to frequencies, capacity, or pricing strategies.
- Identify lessons learned to improve future route development processes.

6. Regulatory & Government Affairs Support

- Support applications for traffic rights, bilateral agreements, and regulatory approvals.
- Monitor changes in aviation policy, bilateral air service agreements, and market access rules.
- Liaise with civil aviation authorities and government bodies as required.

7. Cross-Functional Collaboration

- Work closely with Marketing on route-launch campaigns and market-entry strategies.
- Coordinate with Operations on schedule feasibility, airport readiness, and operational constraints.
- Support Finance with profitability analysis and long-term forecasting.
- Collaborate with Sales teams to understand customer needs and market dynamics.

Qualifications & Experience

Essential



- Bachelor's degree in aviation management, Economics, Business, Data Analytics, or related field.
- Strong analytical skills with experience in market research, forecasting, or commercial analysis.
- Understanding of airline economics, network planning, and route development principles.
- Excellent communication, negotiation, and presentation skills.
- Ability to build strong relationships with external stakeholders.

Preferred

- Experience in airline network planning, route development, or airport air service development.
- Familiarity with aviation data sources (OAG, MIDT, Sabre, Cirium).
- Knowledge of bilateral agreements, traffic rights, and regulatory frameworks.
- Skills in BI tools, SQL, or data-analytics platforms.

Key Competencies

- Strategic and commercial mindset.
- Strong analytical and financial-modeling abilities.
- Excellent stakeholder-management and negotiation skills.
- Ability to balance long-term strategy with short-term commercial realities.
- High attention to detail and data accuracy.
- Strong communication and cross-functional collaboration.

Tools & Systems Knowledge

- Aviation market-analysis tools (OAG, Cirium, MIDT).
- BI and data-visualization platforms (Power BI, Tableau).
- Network-planning and scheduling systems.
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with frequent travel to airports, tourism boards, and industry events.
- Fast-paced environment requiring strong analytical and negotiation skills.
- Regular interaction with commercial, operational, and regulatory teams.



Role Impact

The Route Development Manager plays a central role in shaping the airline's future. By identifying new markets, building strategic partnerships, and driving profitable network expansion, this role directly influences long-term growth, competitiveness, and brand presence.



8.73 — Airline Marketing Manager

Position Overview

The Airline Marketing Manager is responsible for developing and executing marketing strategies that strengthen the airline's brand, stimulate demand, and support network and revenue objectives. This role oversees brand management, digital marketing, customer engagement, product promotion, and market research. Working closely with sales, network planning, revenue management, and corporate communications, the Airline Marketing Manager ensures the airline's products and services are effectively positioned in competitive markets.

Key Responsibilities

1. Marketing Strategy & Campaign Development

- Develop integrated marketing strategies aligned with corporate and commercial goals.
- Plan and execute multi-channel campaigns to support route launches, seasonal promotions, and brand initiatives.
- Manage marketing budgets and ensure cost-effective campaign execution.
- Evaluate campaign performance and optimize future activities.

2. Brand Management & Corporate Identity

- Maintain and strengthen the airline's brand identity across all customer touchpoints.
- Ensure consistent use of brand guidelines in advertising, digital content, and partner communications.
- Oversee creative development for marketing materials, including visuals, copy, and multimedia assets.
- Support brand-building initiatives such as sponsorships, partnerships, and events.

3. Digital Marketing & Customer Engagement

- Lead digital marketing activities including SEO, SEM, social media, email marketing, and online advertising.
- Manage website content, digital assets, and user-experience improvements.
- Develop targeted campaigns to drive online bookings and loyalty-program engagement.
- Monitor digital analytics and customer behavior to refine marketing strategies.



4. Market Research & Competitive Analysis

- Conduct market research to understand customer preferences, travel trends, and competitive dynamics.
- Analyze route performance, demand patterns, and market opportunities.
- Provide insights to network planning, revenue management, and sales teams.
- Support business cases for new routes, product enhancements, or market expansion.

5. Route Launch & Promotion

- Develop and execute marketing plans for new route launches.
- Coordinate with airports, tourism boards, and government partners on joint promotional activities.
- Create launch materials, press releases, and promotional campaigns.
- Track route-launch performance and adjust marketing efforts as needed.

6. Partnership & Stakeholder Coordination

- Collaborate with alliances, codeshare partners, and travel-industry stakeholders on co-marketing initiatives.
- Work with corporate communications on PR, media relations, and crisis-communication support.
- Coordinate with sales teams to align marketing activities with commercial priorities.
- Manage relationships with advertising agencies, creative partners, and digital vendors.

7. Product Marketing & Customer Experience

- Promote the airline's products, services, and value propositions (e.g., cabin classes, loyalty programs, ancillary services).
- Support product development teams with customer insights and market feedback.
- Ensure marketing materials accurately reflect service offerings and customer benefits.
- Monitor customer satisfaction metrics and integrate insights into marketing strategies.

Qualifications & Experience

Essential



- Bachelor's degree in marketing, Business, Communications, or related field.
- 5+ years of experience in marketing, preferably in aviation, travel, or hospitality.
- Strong understanding of digital marketing, brand management, and customer-engagement strategies.
- Excellent communication, project-management, and creative-development skills.
- Ability to analyze data and translate insights into actionable strategies.

Preferred

- Experience in airline marketing, route promotion, or travel-industry partnerships.
- Familiarity with aviation market data (OAG, MIDT, Cirium).
- Knowledge of loyalty-program marketing and ancillary-revenue strategies.
- Experience with BI tools, CRM platforms, and digital-analytics systems.

Key Competencies

- Strategic and creative thinking.
- Strong analytical and commercial mindset.
- Excellent communication and storytelling abilities.
- Ability to manage multiple projects under tight deadlines.
- Collaborative approach with cross-functional teams.
- High attention to detail and brand consistency.

Tools & Systems Knowledge

- Digital-marketing platforms (Google Ads, Meta Ads, email-automation tools).
- CRM and customer-engagement systems.
- BI and analytics tools (Power BI, Google Analytics).
- Content-management and creative-production tools.
- MS Office, especially PowerPoint and Excel.

Working Conditions

- Office-based with occasional travel for route launches, events, or partner meetings.
- Fast-paced environment with frequent cross-department collaboration.
- Occasional extended hours during major campaigns or route launches.



Role Impact

The Airline Marketing Manager plays a vital role in shaping the airline's brand, stimulating demand, and supporting commercial success. By driving effective marketing strategies and strengthening customer engagement, this role directly influences revenue growth, market presence, and long-term competitiveness.



8.74 — Sales Manager (Airline)

Position Overview

The Sales Manager is responsible for driving revenue growth by developing and managing commercial relationships with travel agencies, corporate clients, freight forwarders (if applicable), and distribution partners. This role leads sales strategy execution within assigned markets, negotiates commercial agreements, and ensures the airline's products and services are effectively positioned to maximize market share and profitability. The Sales Manager works closely with marketing, revenue management, network planning, and airport teams to deliver strong commercial performance.

Key Responsibilities

1. Sales Strategy & Revenue Growth

- Develop and execute sales strategies aligned with corporate and regional commercial objectives.
- Identify revenue opportunities across corporate, agency, tour operator, and trade segments.
- Achieve revenue, yield, and market-share targets for assigned markets.
- Monitor performance and adjust strategies to respond to market conditions.

2. Account Management & Business Development

- Manage relationships with key accounts, including travel agencies, corporate clients, consolidators, and trade partners.
- Conduct regular sales visits, business reviews, and performance discussions.
- Negotiate commercial agreements, incentive programs, and preferred-partner contracts.
- Identify and onboard new business opportunities and distribution partners.

3. Market Analysis & Competitive Intelligence

- Analyze market trends, competitor activity, and customer behavior.
- Provide insights to revenue management and network planning on pricing, demand, and route performance.
- Identify underserved segments and recommend targeted sales initiatives.
- Support business cases for new routes or capacity adjustments with market intelligence.

4. Sales Promotion & Trade Engagement



- Plan and execute trade promotions, sales campaigns, and product-launch activities.
- Organize trade events, roadshows, webinars, and training sessions for partners.
- Ensure trade partners are informed about schedules, products, policies, and promotions.
- Collaborate with marketing on co-branded campaigns and joint activities.

5. Contracting & Pricing Support

- Support pricing decisions by providing market feedback and competitive insights.
- Negotiate group fares, corporate deals, and agency incentives.
- Ensure pricing and contract terms align with revenue-management guidelines.
- Monitor contract performance and recommend adjustments when needed.

6. Cross-Functional Collaboration

- Work closely with Marketing on promotional strategies and brand positioning.
- Coordinate with Revenue Management on pricing, demand forecasts, and revenue targets.
- Collaborate with Airport and Operations teams to support customer experience and service delivery.
- Support Finance with revenue reporting, forecasting, and contract compliance.

7. Reporting & Performance Monitoring

- Prepare sales reports, forecasts, and performance dashboards.
- Track KPIs such as revenue, market share, yield, and account performance.
- Identify gaps and recommend corrective actions.
- Present results and insights to senior commercial leadership.

Qualifications & Experience

Essential

- Bachelor's degree in business, Marketing, Aviation Management, or related field.
- 5+ years of experience in airline sales, travel trade, or commercial aviation.
- Strong understanding of airline distribution, agency sales, and corporate contracting.
- Excellent negotiation, communication, and relationship-management skills.
- Proven track record of achieving sales targets.



Preferred

- Experience with GDS systems (Amadeus, Sabre, Travelport).
- Knowledge of aviation market data (MIDT, OAG, Cirium).
- Familiarity with corporate travel programs and TMC partnerships.
- Experience in both passenger and cargo sales (for hybrid roles).

Key Competencies

- Strong commercial acumen and strategic thinking.
- Excellent interpersonal and presentation skills.
- Results-driven with strong analytical abilities.
- Ability to build and maintain long-term partnerships.
- High adaptability in competitive and fast-changing markets.
- Strong organizational and time-management skills.

Tools & Systems Knowledge

- CRM platforms and sales-management tools.
- GDS and airline booking systems.
- BI and analytics tools (Power BI, Tableau).
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with frequent travel to customer sites, trade events, and partner meetings.
- Fast-paced commercial environment with tight deadlines.
- Occasional extended hours during major campaigns or negotiations.

Role Impact

The Sales Manager plays a central role in driving the airline's commercial success. By building strong partnerships, optimizing revenue opportunities, and representing the airline in the marketplace, this role directly influences profitability, brand presence, and long-term growth.



8.75 — Key Account Manager

Position Overview

The Key Account Manager (KAM) is responsible for managing and growing strategic customer relationships to maximize revenue, loyalty, and long-term partnership value. This role serves as the primary commercial interface for high-value accounts such as corporate clients, travel agencies, freight forwarders, consolidators, and strategic partners. The Key Account Manager develops tailored commercial solutions, negotiates agreements, and ensures exceptional service delivery across the airline's network.

Key Responsibilities

1. Strategic Account Management

- Manage a portfolio of high-value accounts, ensuring strong relationships and long-term retention.
- Conduct regular business reviews to assess performance, identify opportunities, and address challenges.
- Develop customized account plans aligned with customer needs and airline commercial objectives.
- Serve as the primary point of contact for strategic customers.

2. Revenue Growth & Commercial Development

- Identify revenue-growth opportunities within assigned accounts.
- Promote airline products, services, and value propositions to maximize share of wallet.
- Support cross-selling and upselling initiatives (premium cabins, ancillary services, cargo products).
- Monitor account performance and implement corrective actions when needed.

3. Contract Negotiation & Pricing Support

- Negotiate commercial agreements, incentive programs, and corporate contracts.
- Collaborate with Revenue Management to ensure pricing aligns with market conditions and profitability goals.
- Monitor contract compliance and performance metrics.
- Recommend adjustments to contract terms based on performance and market changes.

4. Customer Service & Issue Resolution



- Ensure high service standards and timely resolution of operational or service issues.
- Coordinate with airport, operations, and customer-service teams to support account needs.
- Escalate critical issues and ensure follow-through until resolution.
- Maintain strong customer satisfaction and loyalty.

5. Market Intelligence & Competitive Analysis

- Monitor competitor activities, market trends, and customer behavior.
- Provide insights to commercial leadership on emerging opportunities or risks.
- Support business cases for new routes, capacity changes, or product enhancements.
- Identify gaps in service offerings and recommend improvements.

6. Collaboration & Internal Coordination

- Work closely with Sales, Marketing, Revenue Management, and Network Planning.
- Support marketing campaigns, trade events, and promotional activities.
- Provide feedback to product and service teams based on customer insights.
- Ensure internal stakeholders understand account requirements and expectations.

7. Reporting & Performance Tracking

- Prepare account performance reports, forecasts, and KPI dashboards.
- Track revenue, market share, contract utilization, and customer engagement.
- Present results and recommendations to senior commercial leadership.
- Maintain accurate CRM records and account documentation.

Qualifications & Experience

Essential

- Bachelor's degree in business, Marketing, Aviation Management, or related field.
- 3–5 years of experience in airline sales, account management, or B2B commercial roles.
- Strong understanding of airline distribution, corporate contracting, or cargo sales.



- Excellent communication, negotiation, and relationship-management skills.
- Proven ability to manage strategic accounts and deliver revenue results.

Preferred

- Experience with GDS, CRM systems, or airline commercial platforms.
- Knowledge of aviation market data (MIDT, OAG, Cirium).
- Background in both passenger and cargo commercial environments.
- Experience managing multinational or global accounts.

Key Competencies

- Strong commercial acumen and customer-centric mindset.
- Excellent interpersonal and presentation skills.
- Strategic thinking with strong analytical abilities.
- Ability to manage complex relationships and multiple stakeholders.
- High adaptability in competitive and fast-changing markets.
- Strong organizational and time-management skills.

Tools & Systems Knowledge

- CRM platforms (Salesforce, HubSpot, airline CRM tools).
- GDS and booking systems (for passenger roles).
- Cargo management systems (for cargo-focused roles).
- BI and analytics tools (Power BI, Tableau).
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with frequent travel to customer sites, trade events, and partner meetings.
- Fast-paced commercial environment with tight deadlines.
- Occasional extended hours during major negotiations or account reviews.

Role Impact

The Key Account Manager plays a pivotal role in strengthening the airline's commercial performance. By nurturing strategic relationships, driving revenue growth, and ensuring exceptional service delivery, this role directly influences customer loyalty, market share, and long-term business success.



8.76 — Customer Relations Specialist

Position Overview

The Customer Relations Specialist is responsible for managing customer feedback, complaints, compliments, and service-recovery cases to ensure a positive and consistent customer experience. This role investigates service issues, coordinates with operational teams, and provides timely, empathetic, and accurate responses to customers. The Customer Relations Specialist plays a key role in protecting the airline's reputation, improving service quality, and strengthening customer loyalty.

Key Responsibilities

1. Customer Case Management

- Receive, log, and manage customer feedback through email, web forms, social media escalations, and call-center referrals.
- Prioritize cases based on urgency, severity, and regulatory timelines.
- Maintain accurate and complete case records in CRM systems.
- Ensure timely responses in accordance with service-level agreements (SLAs).

2. Investigation & Root Cause Analysis

- Conduct thorough investigations into customer complaints, including delays, baggage issues, service failures, and staff interactions.
- Coordinate with airport teams, cabin crew, operations control, baggage services, and ground handlers to gather information.
- Review flight records, service logs, and operational reports to determine root causes.
- Document findings clearly and objectively.

3. Customer Communication & Resolution

- Provide clear, empathetic, and professional responses to customers.
- Offer appropriate resolutions such as apologies, explanations, compensation, or goodwill gestures in line with company policy.
- Ensure communication reflects the airline's brand tone and service values.
- Follow up with customers to confirm satisfaction when required.

4. Service Recovery & Compensation Handling

- Apply compensation guidelines based on service failures, regulatory requirements, and internal policies.



- Process vouchers, refunds, reimbursements, or loyalty-program adjustments.
- Ensure fairness, consistency, and compliance in all compensation decisions.
- Escalate complex or high-value cases to senior management when necessary.

5. Regulatory Compliance

- Ensure responses comply with aviation consumer-protection regulations (e.g., EU261, DOT rules).
- Maintain awareness of regulatory changes affecting customer rights.
- Support audits and regulatory reporting requirements.
- Ensure proper documentation for legal or insurance-related cases.

6. Cross-Functional Collaboration

- Work closely with airport operations, inflight services, baggage teams, and commercial departments.
- Provide feedback to operational teams to prevent recurrence of service issues.
- Support training initiatives by sharing insights on customer pain points.
- Participate in service-quality meetings and improvement workshops.

7. Reporting & Insights

- Prepare regular reports on complaint trends, root causes, and customer-experience metrics.
- Identify recurring issues and recommend process or service improvements.
- Track KPIs such as response time, resolution rate, and customer satisfaction.
- Support customer-experience strategy with data-driven insights.

Qualifications & Experience

Essential

- Experience in customer service, airline operations, hospitality, or complaint-handling roles.
- Strong communication skills with the ability to write clear, empathetic, and professional responses.
- Ability to analyze information, identify root causes, and propose solutions.
- High attention to detail and strong organizational skills.
- Ability to remain calm and professional in emotionally charged situations.

Preferred



- Experience in airline customer relations or service-recovery roles.
- Familiarity with aviation regulations (EU261, Montreal Convention, DOT rules).
- Experience with CRM systems and case-management platforms.
- Knowledge of airline operations, baggage processes, or inflight service standards.

Key Competencies

- Strong empathy and customer-centric mindset.
- Excellent written and verbal communication.
- Analytical and investigative thinking.
- Ability to manage multiple cases under time pressure.
- High integrity and fairness in decision-making.
- Collaborative and cross-functional approach.

Tools & Systems Knowledge

- CRM and case-management systems.
- Airline operational and baggage-tracking tools.
- MS Office and reporting dashboards.
- Digital communication platforms.

Working Conditions

- Office-based with occasional visits to airport or operational areas for investigations.
- Standard business hours with flexibility for urgent cases.
- Fast-paced environment requiring emotional resilience and strong communication skills.

Role Impact

The Customer Relations Specialist plays a crucial role in shaping customer perception and loyalty. By resolving issues fairly, communicating with empathy, and driving service improvements, this role directly enhances the airline's reputation, customer satisfaction, and long-term brand trust.



8.77 — Loyalty Program Manager

Position Overview

The Loyalty Program Manager is responsible for developing, managing, and optimizing the airline's frequent-flyer program (FFP) to drive customer loyalty, engagement, and long-term revenue. This role oversees program design, tier structure, member benefits, partnerships, promotions, and data-driven personalization. Working closely with marketing, digital, revenue management, and commercial partners, the Loyalty Program Manager ensures the program remains competitive, profitable, and aligned with the airline's brand and strategic goals.

Key Responsibilities

1. Loyalty Program Strategy & Development

- Develop and refine the airline's loyalty program strategy, including tier structure, benefits, and earning/redemption rules.
- Ensure the program remains competitive within the industry and attractive to key customer segments.
- Lead enhancements to program features, digital experience, and member engagement.
- Support long-term loyalty roadmap planning.

2. Member Engagement & Experience

- Design and execute campaigns to increase member acquisition, retention, and activity.
- Develop personalized communications and offers based on customer behavior and segmentation.
- Monitor member satisfaction and implement improvements to enhance the loyalty experience.
- Oversee elite-tier management, including recognition programs and service-recovery processes.

3. Partnership Management

- Manage relationships with loyalty partners such as banks, credit-card issuers, hotels, car-rental companies, and retail brands.
- Negotiate partnership agreements, revenue-share models, and co-branded product offerings.



- Ensure partner activities align with program standards and deliver value to members.
- Identify and onboard new partners to expand the loyalty ecosystem.

4. Financial & Commercial Performance

- Monitor program profitability, breakage rates, and liability management.
- Work with Finance to forecast loyalty revenue and track financial KPIs.
- Optimize earning and redemption structures to balance customer value with cost efficiency.
- Support revenue-generating initiatives such as mileage sales and co-branded credit-card programs.

5. Data Analytics & Insights

- Use customer data to identify trends, segment members, and develop targeted campaigns.
- Collaborate with analytics teams to build predictive models for churn, lifetime value, and engagement.
- Track program KPIs such as enrollment, activity rates, redemption patterns, and partner performance.
- Present insights and recommendations to senior leadership.

6. Marketing & Communication

- Oversee loyalty-related marketing content across digital channels, email, mobile apps, and social media.
- Ensure consistent messaging and brand alignment in all loyalty communications.
- Support route launches, seasonal promotions, and product campaigns with loyalty components.
- Develop communication strategies for program changes or enhancements.

7. Digital Product & Technology Coordination

- Collaborate with digital and IT teams to enhance loyalty features in mobile apps, websites, and CRM systems.
- Support implementation of new loyalty technologies such as personalization engines, digital wallets, or real-time recognition tools.



- Ensure data accuracy, system integrity, and seamless member experience across platforms.

8. Compliance & Governance

- Ensure the loyalty program complies with consumer-protection regulations, data-privacy laws, and financial-reporting standards.
- Maintain clear program terms and conditions.
- Support audits, risk assessments, and regulatory reviews.

Qualifications & Experience

Essential

- Bachelor's degree in marketing, Business, Data Analytics, or related field.
- 5+ years of experience in loyalty programs, CRM, marketing, or airline commercial roles.
- Strong understanding of customer-loyalty principles and data-driven marketing.
- Excellent communication, project-management, and analytical skills.
- Ability to manage cross-functional initiatives and external partnerships.

Preferred

- Experience in airline or travel-industry loyalty programs.
- Familiarity with CRM platforms, loyalty-management systems, and digital-engagement tools.
- Knowledge of financial modeling, breakage analysis, or loyalty economics.
- Skills in BI tools, SQL, or customer-analytics platforms.

Key Competencies

- Strategic and customer-centric mindset.
- Strong analytical and commercial acumen.
- Excellent negotiation and partnership-management skills.
- Creative problem-solving and innovation.
- Ability to manage multiple projects in a fast-paced environment.
- High attention to detail and brand consistency.

Tools & Systems Knowledge



- CRM and loyalty-management platforms.
- Digital-marketing and personalization tools.
- BI and analytics systems (Power BI, Tableau).
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with occasional travel for partner meetings, events, or industry conferences.
- Fast-paced commercial environment with cross-functional collaboration.
- Occasional extended hours during major program launches or partner negotiations.

Role Impact

The Loyalty Program Manager plays a pivotal role in strengthening customer loyalty, driving incremental revenue, and enhancing the airline's competitive advantage. By delivering a compelling loyalty experience and building strong partnerships, this role directly influences customer lifetime value and long-term brand affinity.



8.78 — Corporate Communications Officer

Position Overview

The Corporate Communications Officer is responsible for developing, managing, and delivering internal and external communications that support the airline's brand, reputation, and strategic objectives. This role handles media relations, corporate messaging, crisis communications, executive communications, and employee engagement initiatives. The Corporate Communications Officer ensures consistent, accurate, and timely communication across all channels and acts as a key guardian of the airline's public image.

Key Responsibilities

1. External Communications & Media Relations

- Draft press releases, media statements, and corporate announcements.
- Manage relationships with journalists, media outlets, and industry publications.
- Coordinate press briefings, interviews, and media events.
- Monitor media coverage and prepare daily or weekly media reports.
- Support proactive storytelling to enhance the airline's reputation.

2. Crisis & Issues Management

- Support crisis-communication planning and execution during operational disruptions, safety incidents, or reputational risks.
- Draft holding statements, Q&As, and real-time updates for internal and external audiences.
- Coordinate with operations, safety, and executive teams to ensure accurate and timely information flow.
- Monitor social and traditional media for emerging issues.

3. Internal Communications

- Develop internal communications to keep employees informed and engaged.
- Produce newsletters, intranet content, leadership messages, and employee-engagement materials.
- Support change-management initiatives with clear and consistent messaging.
- Coordinate internal campaigns related to culture, safety, and corporate values.

4. Corporate Messaging & Brand Voice



- Ensure consistency of tone, messaging, and brand identity across all communication channels.
- Develop key message frameworks for corporate priorities, leadership, and strategic initiatives.
- Review and edit content produced by other departments to ensure alignment with communication standards.

5. Content Creation & Storytelling

- Produce high-quality written, visual, and multimedia content for corporate channels.
- Support social-media teams with corporate content, announcements, and thought-leadership pieces.
- Develop communication materials for events, sponsorships, and CSR initiatives.
- Create compelling narratives that highlight the airline's achievements, innovations, and community impact.

6. Stakeholder Engagement

- Support communication with government bodies, regulators, airports, and industry partners.
- Prepare briefing materials, speeches, and presentations for senior executives.
- Coordinate communication activities for route launches, partnerships, and corporate events.

7. Monitoring, Reporting & Insights

- Track communication KPIs such as media sentiment, engagement, and reach.
- Analyze communication effectiveness and recommend improvements.
- Maintain a crisis-communication log and media-interaction records.
- Provide insights to leadership on public perception and communication risks.

Qualifications & Experience

Essential

- Bachelor's degree in communications, Public Relations, Journalism, Marketing, or related field.
- 3–5 years of experience in corporate communications, PR, or media relations.
- Excellent writing, editing, and storytelling skills.
- Strong understanding of media dynamics and communication best practices.



- Ability to work under pressure and manage sensitive information.

Preferred

- Experience in aviation, transportation, or highly regulated industries.
- Familiarity with crisis-communication frameworks and media-monitoring tools.
- Experience with digital content creation and social-media communications.
- Skills in graphic design, video editing, or multimedia production.

Key Competencies

- Exceptional written and verbal communication.
- Strong interpersonal and stakeholder-management skills.
- High attention to detail and editorial accuracy.
- Ability to manage multiple priorities in fast-paced environments.
- Strategic thinking with strong situational awareness.
- Calm, composed, and professional during crises.

Tools & Systems Knowledge

- Media-monitoring and analytics platforms.
- Corporate intranet and content-management systems.
- Social-media management tools.
- MS Office and presentation tools.
- Basic multimedia-production tools (preferred).

Working Conditions

- Office-based with occasional travel for events, media engagements, or operational visits.
- Fast-paced environment with tight deadlines and high visibility.
- On-call availability during crises or major operational disruptions.

Role Impact

The Corporate Communications Officer plays a critical role in shaping public perception, protecting the airline's reputation, and strengthening internal alignment. By delivering clear, consistent, and strategic communication, this role enhances trust, transparency, and brand credibility across all stakeholder groups.



8.79 — Airport Director

Position Overview

The Airport Director is the chief executive responsible for the overall management, strategic direction, and operational performance of an airport. This role oversees airport operations, safety and security, commercial development, infrastructure planning, financial management, and stakeholder relations. The Airport Director ensures the airport operates safely, efficiently, and profitably while delivering an excellent passenger and airline experience and complying with all regulatory requirements.

Key Responsibilities

1. Strategic Leadership & Airport Management

- Develop and implement the airport's long-term strategic plan, aligned with national aviation policy and commercial objectives.
- Lead all airport departments, including operations, security, commercial, finance, engineering, and customer service.
- Ensure the airport meets performance targets related to safety, efficiency, revenue, and service quality.
- Represent the airport at national and international forums.

2. Operational Oversight & Safety Management

- Ensure safe, secure, and efficient airport operations in compliance with ICAO, national aviation authorities, and airport-certification requirements.
- Oversee airside and landside operations, emergency response, and safety-management systems (SMS).
- Monitor operational performance indicators such as on-time performance, runway availability, and terminal throughput.
- Lead crisis-management and emergency-response efforts.

3. Commercial Development & Revenue Growth

- Drive commercial strategy to maximize non-aeronautical and aeronautical revenue streams.
- Oversee concessions, retail, parking, real-estate development, cargo facilities, and airline agreements.
- Identify new business opportunities, partnerships, and route-development initiatives.



- Ensure commercial activities enhance the passenger experience and airport brand.

4. Financial Management & Budgeting

- Develop and manage the airport's annual budget, financial forecasts, and capital-investment plans.
- Ensure financial sustainability through effective cost control and revenue optimization.
- Oversee financial reporting, audits, and compliance with regulatory and governance standards.
- Support funding strategies for major infrastructure projects.

5. Infrastructure Planning & Capital Projects

- Lead long-term infrastructure planning, including terminal expansions, runway upgrades, and technology modernization.
- Oversee capital-development programs from concept to execution.
- Ensure projects meet safety, regulatory, environmental, and operational requirements.
- Coordinate with engineering, planning, and external contractors.

6. Stakeholder & Government Relations

- Build strong relationships with airlines, regulators, government agencies, security authorities, and community leaders.
- Represent the airport in negotiations, regulatory discussions, and public forums.
- Manage community relations, including noise-management programs and environmental initiatives.
- Ensure transparent communication with stakeholders on major projects and operational issues.

7. Customer Experience & Service Quality

- Champion a customer-centric culture across the airport.
- Oversee passenger-experience initiatives, terminal services, and quality-assurance programs.
- Monitor customer-satisfaction metrics and implement improvements.
- Ensure accessibility, inclusivity, and service excellence.



8. People Leadership & Organizational Development

- Lead, mentor, and develop a diverse team of airport professionals.
- Foster a culture of safety, accountability, innovation, and continuous improvement.
- Oversee workforce planning, training, and performance-management programs.
- Ensure compliance with labour laws, HR policies, and union agreements (if applicable).

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Business Administration, Engineering, or related field.
- 10+ years of progressive leadership experience in airport management, aviation operations, or transportation infrastructure.
- Strong knowledge of airport operations, safety regulations, and aviation standards.
- Proven experience managing large teams, budgets, and complex projects.
- Excellent communication, negotiation, and stakeholder-management skills.

Preferred

- Master's degree in business, Public Administration, or Aviation.
- Experience with major airport expansions or capital-development programs.
- Familiarity with ICAO Annex 14, SMS, airport-certification processes, and environmental regulations.
- Experience working with government agencies, regulators, and international partners.

Key Competencies

- Strategic leadership and long-term vision.
- Strong operational and commercial acumen.
- Excellent crisis-management and decision-making abilities.
- High emotional intelligence and stakeholder diplomacy.
- Financial literacy and project-management expertise.



- Commitment to safety, sustainability, and service excellence.

Tools & Systems Knowledge

- Airport-operations systems (AODB, RMS, FIDS).
- Safety-management and incident-reporting platforms.
- Financial-management and project-management tools.
- MS Office and executive-reporting systems.

Working Conditions

- Airport-based leadership role with frequent presence in terminals, airside areas, and operational facilities.
- High-visibility position requiring availability during emergencies or major disruptions.
- Regular travel for industry events, regulatory meetings, and stakeholder engagements.

Role Impact

The Airport Director is the driving force behind the airport's safety, efficiency, financial performance, and reputation. By providing strategic leadership and operational excellence, this role ensures the airport remains a vital economic engine, a trusted partner for airlines, and a world-class gateway for passengers and cargo.



8.80 — Airport Finance Manager

Position Overview

The Airport Finance Manager is responsible for overseeing all financial planning, budgeting, accounting, and reporting activities for the airport. This role ensures financial sustainability, regulatory compliance, and effective stewardship of airport resources. The Airport Finance Manager supports strategic decision-making by providing accurate financial insights, managing capital-investment programs, optimizing revenue streams, and ensuring strong financial governance across the airport's operations.

Key Responsibilities

1. Financial Planning & Budget Management

- Lead the development of annual operating and capital budgets for the airport.
- Monitor budget performance, analyze variances, and recommend corrective actions.
- Prepare financial forecasts, long-term financial plans, and scenario analyses.
- Support strategic planning with financial modeling and business-case evaluations.

2. Accounting & Financial Reporting

- Oversee accounting operations, including accounts payable, accounts receivable, payroll, and general ledger.
- Ensure timely and accurate preparation of monthly, quarterly, and annual financial statements.
- Maintain compliance with accounting standards, audit requirements, and regulatory reporting.
- Coordinate internal and external audits and ensure implementation of audit recommendations.

3. Revenue Management & Commercial Finance

- Monitor aeronautical and non-aeronautical revenue streams (landing fees, terminal rents, concessions, parking, real estate).
- Support negotiations with airlines, concessionaires, and commercial partners by providing financial analysis.
- Evaluate pricing strategies, tariff adjustments, and revenue-enhancement opportunities.
- Ensure accurate billing and revenue-collection processes.



4. Capital Projects & Infrastructure Finance

- Manage financial planning for major capital-development projects (terminal expansions, runway upgrades, technology investments).
- Conduct cost-benefit analyses, ROI assessments, and funding evaluations.
- Oversee financial aspects of procurement, contract management, and project-control processes.
- Coordinate with engineering and project-management teams to track capital expenditures.

5. Cash Flow, Treasury & Risk Management

- Monitor cash flow, liquidity, and working-capital requirements.
- Manage banking relationships, treasury operations, and investment strategies.
- Support debt-financing activities, including bond issuance, loans, and grant applications.
- Identify financial risks and implement mitigation strategies.

6. Regulatory Compliance & Governance

- Ensure compliance with aviation-sector financial regulations, government reporting requirements, and airport-authority policies.
- Maintain strong internal controls and financial-governance frameworks.
- Support regulatory filings related to tariffs, fees, and financial performance.
- Ensure transparency and accountability in financial operations.

7. Cross-Functional Collaboration

- Work closely with Operations, Commercial, Engineering, HR, and Executive Leadership.
- Provide financial insights to support operational decisions and commercial initiatives.
- Participate in airport-wide committees, planning groups, and strategic projects.
- Support communication of financial results to stakeholders, boards, and government bodies.

8. Team Leadership & Development

- Lead and mentor finance and accounting staff.
- Oversee recruitment, training, and performance management.
- Foster a culture of accuracy, integrity, and continuous improvement.



- Implement process improvements and digital-finance initiatives.

Qualifications & Experience

Essential

- Bachelor's degree in finance, Accounting, Business Administration, or related field.
- 7+ years of experience in financial management, preferably in aviation, transportation, or infrastructure.
- Strong knowledge of budgeting, accounting principles, and financial analysis.
- Experience managing complex budgets and capital-investment programs.
- Excellent analytical, communication, and leadership skills.

Preferred

- Professional certifications (CPA, ACCA, CMA, CFA).
- Experience in airport finance, public-sector finance, or regulated industries.
- Familiarity with aviation economics, airport tariffs, and concession-management models.
- Experience with ERP systems, financial-planning tools, and BI platforms.

Key Competencies

- Strong financial and commercial acumen.
- High integrity and commitment to transparency.
- Strategic thinking with strong analytical abilities.
- Excellent stakeholder-management and negotiation skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Strong leadership and team-development capabilities.

Tools & Systems Knowledge

- ERP and financial-management systems.
- BI and reporting tools (Power BI, Tableau).
- Project-management and capital-planning tools.
- MS Office, especially Excel and PowerPoint.

Working Conditions

- Office-based with regular interaction across airport departments.



- Occasional visits to operational areas and project sites.
- Standard business hours with flexibility during budget cycles or major projects.
- Engagement with government bodies, auditors, and commercial partners.

Role Impact

The Airport Finance Manager ensures the financial health, accountability, and long-term sustainability of the airport. By providing strategic financial leadership, optimizing revenue, and supporting major infrastructure investments, this role directly influences the airport's growth, competitiveness, and operational excellence.



8.81 — Airport HR Manager

Position Overview

The Airport HR Manager is responsible for leading all human-resources functions across the airport, including recruitment, workforce planning, training, employee relations, performance management, and compliance. This role ensures the airport attracts, develops, and retains a skilled workforce while fostering a culture of safety, service excellence, and operational readiness. The Airport HR Manager works closely with airport leadership, regulatory bodies, unions, and operational departments to support both day-to-day operations and long-term strategic goals.

Key Responsibilities

1. HR Strategy & Workforce Planning

- Develop and implement HR strategies aligned with airport operational and commercial objectives.
- Lead workforce planning to ensure adequate staffing for airside, landside, security, customer service, and administrative functions.
- Support organizational design, succession planning, and talent-pipeline development.
- Analyze workforce trends and recommend long-term staffing solutions.

2. Recruitment & Talent Acquisition

- Oversee recruitment processes for all airport departments, including specialized operational roles.
- Develop partnerships with aviation schools, training centers, and local employment agencies.
- Ensure efficient onboarding processes, including background checks, security clearances, and airport-access permits.
- Promote employer branding to attract high-quality candidates.

3. Training, Development & Certification

- Manage airport-wide training programs, including safety, security, customer service, and regulatory compliance.
- Ensure employees meet mandatory certification requirements (e.g., airside safety, AVSEC, SMS).
- Coordinate leadership-development programs and continuous-learning initiatives.
- Track training records and ensure compliance with regulatory audits.



4. Employee Relations & Engagement

- Serve as the primary point of contact for employee relations, conflict resolution, and workplace issues.
- Promote a positive work environment that supports safety, teamwork, and service excellence.
- Conduct employee-engagement surveys and implement improvement initiatives.
- Support diversity, equity, and inclusion (DEI) programs.

5. Performance Management & Compensation

- Oversee performance-management processes, including goal setting, evaluations, and development plans.
- Support compensation and benefits administration in coordination with finance and corporate HR.
- Ensure pay structures are competitive and aligned with airport-authority policies.
- Provide guidance to managers on performance improvement and disciplinary actions.

6. Labor Relations & Union Management

- Manage relationships with unions and employee associations (if applicable).
- Support collective-bargaining negotiations and contract administration.
- Ensure compliance with labor laws, workplace regulations, and union agreements.
- Address grievances and support dispute-resolution processes.

7. HR Compliance & Governance

- Ensure compliance with aviation-sector HR regulations, labor laws, and airport-authority policies.
- Maintain accurate HR records, including security clearances, training certifications, and personnel files.
- Support internal and external audits related to HR, safety, and regulatory compliance.
- Implement strong HR governance and risk-management practices.

8. Cross-Functional Collaboration

- Work closely with Airport Operations, Security, Finance, Commercial, and Executive Leadership.



- Support operational readiness during peak seasons, disruptions, or major events.
- Provide HR insights for strategic projects, infrastructure expansions, and organizational changes.
- Participate in airport-wide committees and leadership forums.

Qualifications & Experience

Essential

- Bachelor's degree in human resources, Business Administration, Aviation Management, or related field.
- 5–7 years of HR experience, including leadership roles.
- Strong understanding of HR best practices, labor laws, and workforce-management principles.
- Experience in operational or 24/7 environments (aviation, transportation, logistics, hospitality).
- Excellent communication, leadership, and problem-solving skills.

Preferred

- Experience in airport HR, aviation HR, or public-sector HR.
- Professional HR certifications (SHRM-CP/SCP, CIPD, PHR/SPHR).
- Familiarity with aviation-specific training and certification requirements.
- Experience working with unions or collective-bargaining environments.

Key Competencies

- Strong leadership and interpersonal skills.
- High emotional intelligence and conflict-resolution ability.
- Strategic thinking with operational awareness.
- Excellent organizational and time-management skills.
- Strong ethics, confidentiality, and integrity.
- Ability to thrive in fast-paced, safety-critical environments.

Tools & Systems Knowledge

- HRIS and payroll systems.
- Learning-management and training-tracking platforms.
- Performance-management and recruitment tools.



- MS Office and reporting dashboards.

Working Conditions

- Airport-based role with regular presence in terminals, airside areas, and administrative offices.
- Fast-paced environment requiring flexibility and responsiveness.
- Occasional extended hours during peak seasons, disruptions, or major HR initiatives.
- Interaction with regulatory bodies, unions, and external partners.

Role Impact

The Airport HR Manager plays a critical role in building a skilled, motivated, and safety-focused workforce. By driving effective HR strategies, ensuring regulatory compliance, and fostering a strong organizational culture, this role directly supports airport performance, operational reliability, and long-term growth.



8.82 — Concessions Manager

Position Overview

The Concessions Manager is responsible for overseeing all commercial concession activities within the airport, including retail, food & beverage (F&B), duty-free, services, and advertising. This role ensures that concession partners deliver high-quality service, comply with contractual obligations, and contribute to the airport's commercial revenue targets. The Concessions Manager works closely with tenants, airport operations, finance, and regulatory bodies to optimize the commercial mix and enhance the passenger experience.

Key Responsibilities

1. Concession Strategy & Commercial Planning

- Develop and implement concession strategies aligned with airport commercial objectives.
- Identify opportunities to enhance the retail and F&B mix based on passenger demographics and market trends.
- Support long-term commercial planning, including terminal expansions and redevelopment projects.
- Conduct benchmarking against regional and global airport commercial standards.

2. Tenant Management & Relationship Building

- Serve as the primary point of contact for concessionaires, ensuring strong and collaborative relationships.
- Conduct regular performance reviews and business meetings with tenants.
- Address operational issues, service concerns, and compliance matters.
- Support new tenant onboarding and orientation.

3. Contract Administration & Compliance

- Manage concession agreements, leases, and service contracts.
- Ensure tenants comply with contractual terms, operational standards, and regulatory requirements.
- Monitor sales reporting, rent payments, and financial performance.
- Coordinate with legal and finance teams on contract renewals, amendments, and enforcement actions.

4. Performance Monitoring & Revenue Optimization



- Track concession performance metrics, including sales, revenue per passenger, and customer satisfaction.
- Analyze financial data to identify trends, risks, and opportunities.
- Recommend pricing strategies, promotional activities, and layout improvements.
- Support initiatives to increase non-aeronautical revenue.

5. Space Planning & Retail Development

- Coordinate space allocation for retail, F&B, and service concessions.
- Support design reviews, fit-out approvals, and construction oversight for tenant spaces.
- Ensure compliance with airport design standards, safety rules, and operational requirements.
- Collaborate with engineering and planning teams on commercial-area development.

6. Passenger Experience & Service Quality

- Ensure concessionaires deliver high service standards and contribute positively to the passenger journey.
- Monitor cleanliness, product availability, pricing transparency, and customer-service quality.
- Support customer-experience initiatives and airport-wide service programs.
- Address customer complaints related to concession operations.

7. Regulatory & Operational Coordination

- Ensure concession operations comply with airport security, safety, and operational regulations.
- Coordinate with airport operations, security, and facilities teams to resolve operational issues.
- Support emergency-response procedures and business-continuity planning for concession areas.
- Maintain awareness of regulatory changes affecting commercial activities.

8. Reporting & Stakeholder Communication

- Prepare regular reports on concession performance, revenue, and compliance.
- Present insights and recommendations to senior management.



- Maintain accurate records of contracts, tenant communications, and performance data.
- Support board presentations, audits, and regulatory submissions.

Qualifications & Experience

Essential

- Bachelor's degree in business, Retail Management, Hospitality, Aviation Management, or related field.
- 5+ years of experience in retail, F&B, commercial property management, or airport concessions.
- Strong understanding of commercial leasing, contract management, and retail operations.
- Excellent communication, negotiation, and relationship-management skills.
- Strong analytical and financial-management abilities.

Preferred

- Experience in airport or transportation-hub commercial management.
- Knowledge of duty-free operations, luxury retail, or F&B franchise management.
- Familiarity with airport regulatory frameworks and operational constraints.
- Experience with commercial-performance analytics and BI tools.

Key Competencies

- Strong commercial acumen and strategic thinking.
- Excellent stakeholder-management and negotiation skills.
- High attention to detail and contract-compliance awareness.
- Customer-centric mindset with a focus on passenger experience.
- Ability to manage multiple projects in a fast-paced environment.
- Strong problem-solving and decision-making abilities.

Tools & Systems Knowledge

- Lease-management and contract-administration systems.
- BI and analytics platforms (Power BI, Tableau).
- Financial-reporting and revenue-tracking tools.
- MS Office, especially Excel and PowerPoint.



Working Conditions

- Airport-based role with regular presence in terminals, retail areas, and concession spaces.
- Fast-paced environment requiring flexibility and strong coordination skills.
- Occasional extended hours during major openings, audits, or commercial events.
- Frequent interaction with tenants, contractors, and airport departments.

Role Impact

The Concessions Manager plays a vital role in maximizing non-aeronautical revenue and shaping the airport's commercial identity. By optimizing the retail and F&B offering, ensuring strong tenant performance, and enhancing the passenger experience, this role directly contributes to the airport's financial success and brand reputation.



8.83 — Facilities Manager

Position Overview

The Facilities Manager is responsible for the maintenance, operation, and continuous improvement of all airport facilities, including terminals, airside and landside infrastructure, utilities, and support buildings. This role ensures that airport facilities are safe, reliable, compliant with regulatory standards, and optimized for operational efficiency and passenger comfort. The Facilities Manager works closely with engineering, operations, security, commercial teams, and external contractors to deliver high-quality facility performance across the airport campus.

Key Responsibilities

1. Facilities Operations & Maintenance

- Oversee day-to-day operation and maintenance of airport facilities, including HVAC, electrical systems, plumbing, baggage systems, and building structures.
- Ensure preventive and corrective maintenance programs are executed effectively.
- Monitor facility performance and respond to operational issues promptly.
- Maintain high standards of cleanliness, functionality, and safety across all airport areas.

2. Asset Management & Infrastructure Reliability

- Manage the airport's asset-management program, including lifecycle planning and asset-condition assessments.
- Develop long-term maintenance strategies to ensure reliability and cost-effectiveness.
- Maintain accurate asset inventories, maintenance records, and performance data.
- Support capital-replacement planning and budgeting.

3. Contractor & Vendor Management

- Oversee external contractors providing maintenance, cleaning, landscaping, waste management, and technical services.
- Ensure contractors meet performance standards, safety requirements, and contractual obligations.
- Conduct regular inspections and audits of contractor work.
- Manage procurement processes for facility-related services and materials.

4. Safety, Security & Regulatory Compliance



- Ensure all facilities comply with ICAO, national aviation authority regulations, building codes, and safety standards.
- Support airport safety-management systems (SMS) and participate in safety audits.
- Coordinate with security teams to ensure facility access control and compliance with AVSEC requirements.
- Implement corrective actions for safety findings or regulatory issues.

5. Energy Management & Sustainability

- Monitor energy consumption and implement efficiency initiatives.
- Support sustainability programs, including waste reduction, water conservation, and green-building practices.
- Evaluate opportunities for renewable energy, smart-building technologies, and environmental improvements.
- Ensure compliance with environmental regulations and reporting requirements.

6. Emergency Preparedness & Business Continuity

- Support emergency-response planning for facility-related incidents (power outages, system failures, structural issues).
- Ensure critical systems have redundancy and contingency plans.
- Participate in emergency drills and coordinate facility-related responses.
- Maintain readiness for severe weather, equipment failures, or operational disruptions.

7. Capital Projects & Renovations

- Support planning and execution of facility upgrades, renovations, and infrastructure projects.
- Coordinate with engineering, planning, and construction teams.
- Review design documents to ensure operational feasibility and maintainability.
- Oversee commissioning and handover of new facilities and systems.

8. Budgeting & Financial Management

- Develop and manage facility-operations budgets, including maintenance, utilities, and service contracts.
- Track expenditures and identify cost-saving opportunities.
- Support financial planning for capital-improvement projects.



- Ensure efficient use of resources and strong financial stewardship.

9. Stakeholder Coordination & Communication

- Work closely with airport operations, commercial tenants, airlines, and government agencies.
- Address facility-related concerns from tenants and internal departments.
- Communicate planned maintenance, outages, and project impacts.
- Support customer-experience initiatives through facility improvements.

Qualifications & Experience

Essential

- Bachelor's degree in engineering, Facilities Management, Building Services, or related field.
- 5+ years of experience in facilities management, maintenance operations, or infrastructure management.
- Strong knowledge of building systems, maintenance practices, and regulatory compliance.
- Experience managing contractors and technical service providers.
- Excellent problem-solving, communication, and organizational skills.

Preferred

- Experience in airport, transportation, or large-scale public-facility environments.
- Certifications such as CFM, PMP, or equivalent.
- Familiarity with asset-management systems, CMMS platforms, and building-automation systems.
- Knowledge of sustainability practices and energy-management programs.

Key Competencies

- Strong technical and operational expertise.
- High attention to detail and safety awareness.
- Effective leadership and team coordination.
- Strong analytical and decision-making abilities.
- Customer-focused mindset with service-quality orientation.
- Ability to manage multiple priorities in a fast-paced environment.

Tools & Systems Knowledge



- CMMS (Computerized Maintenance Management Systems).
- Building-automation and monitoring systems.
- Asset-management and reporting tools.
- MS Office and digital-workflow platforms.

Working Conditions

- Airport-based role with frequent presence in terminals, airside areas, and technical facilities.
- Fast-paced environment requiring responsiveness to operational issues.
- On-call availability for emergencies or major disruptions.
- Coordination with contractors, engineers, and operational teams.

Role Impact

The Facilities Manager ensures the airport's infrastructure operates safely, efficiently, and reliably. By maintaining high facility standards, optimizing asset performance, and supporting operational continuity, this role directly enhances passenger experience, airline satisfaction, and overall airport performance.



8.84 — Environmental Compliance Officer

Position Overview

The Environmental Compliance Officer is responsible for ensuring that airport operations, construction projects, and tenant activities comply with environmental laws, regulations, and sustainability standards. This role monitors environmental performance, manages compliance programs, conducts audits, and supports initiatives related to noise management, air quality, waste reduction, water protection, and climate-impact mitigation. The Environmental Compliance Officer plays a key role in safeguarding environmental stewardship while supporting safe and efficient airport operations.

Key Responsibilities

1. Environmental Compliance & Regulatory Management

- Ensure compliance with national environmental regulations, ICAO environmental standards, and airport-authority policies.
- Monitor changes in environmental legislation and assess their impact on airport operations.
- Prepare regulatory reports, permit applications, and compliance documentation.
- Serve as the primary liaison with environmental agencies and regulatory authorities.

2. Environmental Monitoring & Data Management

- Conduct monitoring programs for noise, air quality, water quality, waste, and emissions.
- Analyze environmental data and prepare performance reports for internal and external stakeholders.
- Maintain accurate records of environmental metrics, inspections, and compliance activities.
- Support environmental impact assessments (EIAs) for airport projects.

3. Audits, Inspections & Corrective Actions

- Conduct environmental audits of airport facilities, tenants, and construction projects.
- Identify non-compliance issues and recommend corrective actions.
- Follow up on remediation efforts and verify implementation.
- Support internal and external environmental audits and certifications (e.g., ISO 14001).



4. Noise Management & Community Relations

- Support airport noise-management programs, including monitoring, reporting, and community engagement.
- Analyse noise-complaint data and coordinate responses with operations teams.
- Assist in developing noise-abatement procedures and communication materials.
- Participate in community meetings and environmental forums.

5. Sustainability & Environmental Programs

- Support airport sustainability initiatives, including waste-reduction, recycling, energy efficiency, and carbon-management programs.
- Assist in developing environmental policies, sustainability strategies, and green-airport initiatives.
- Promote environmental awareness among airport staff, tenants, and contractors.
- Contribute to climate-action planning and greenhouse-gas (GHG) reporting.

6. Construction & Development Oversight

- Review environmental requirements for construction and infrastructure projects.
- Monitor contractor compliance with environmental standards, erosion control, and pollution-prevention measures.
- Conduct site inspections and ensure adherence to environmental-management plans (EMPs).
- Support environmental permitting for new developments.

7. Emergency Response & Hazardous Materials

- Support environmental aspects of airport emergency-response plans.
- Monitor hazardous-materials handling, storage, and spill-prevention procedures.
- Coordinate environmental response to spills, contamination, or environmental incidents.
- Maintain documentation for incident investigations and corrective actions.

8. Stakeholder Coordination & Communication

- Collaborate with airport operations, engineering, safety, commercial tenants, and government agencies.
- Provide environmental guidance to tenants and contractors.
- Prepare presentations, reports, and communication materials for leadership and stakeholders.



- Support training programs on environmental compliance and best practices.

Qualifications & Experience

Essential

- Bachelor's degree in environmental science, Environmental Engineering, Sustainability, or related field.
- Experience in environmental compliance, monitoring, or regulatory roles.
- Strong knowledge of environmental regulations, permitting, and reporting requirements.
- Excellent analytical, communication, and problem-solving skills.
- Ability to conduct field inspections and manage multiple priorities.

Preferred

- Experience in airport, aviation, or transportation-infrastructure environments.
- Familiarity with ICAO environmental standards and airport sustainability frameworks.
- Experience with environmental-management systems (EMS), ISO 14001, or similar certifications.
- Knowledge of noise-monitoring systems, GHG accounting, or environmental modeling tools.

Key Competencies

- Strong environmental and regulatory expertise.
- High attention to detail and data accuracy.
- Effective communication and stakeholder-management skills.
- Analytical thinking with a proactive approach to problem-solving.
- Ability to work independently and collaboratively.
- Commitment to sustainability and environmental stewardship.

Tools & Systems Knowledge

- Environmental-monitoring systems (noise, air, water).
- GIS and environmental-data platforms.
- EMS and audit-management tools.
- MS Office and reporting dashboards.

Working Conditions



- Airport-based role with frequent fieldwork in airside and landside areas.
- Exposure to outdoor conditions, noise, and operational environments.
- Standard business hours with flexibility for inspections, audits, or environmental incidents.
- Regular interaction with regulators, contractors, and community stakeholders.

Role Impact

The Environmental Compliance Officer ensures the airport operates responsibly, sustainably, and in full compliance with environmental regulations. By monitoring environmental performance, supporting sustainability initiatives, and protecting natural resources, this role contributes directly to the airport's long-term environmental integrity and community trust.



8.85 — Noise Abatement Specialist

Position Overview

The Noise Abatement Specialist is responsible for managing the airport's aircraft-noise program, ensuring compliance with regulatory requirements, monitoring noise impacts, and developing strategies to reduce noise exposure for surrounding communities. This role analyzes flight-operation data, supports noise-mitigation initiatives, responds to community concerns, and collaborates with airlines, regulators, and internal departments to promote responsible and sustainable airport operations.

Key Responsibilities

1. Noise Monitoring & Data Analysis

- Operate and maintain the airport's noise-monitoring system (NMS) and associated equipment.
- Collect, validate, and analyze aircraft-noise and flight-track data.
- Prepare noise-exposure maps, contour analyses, and trend reports.
- Identify noise-impact hotspots and operational contributors.

2. Noise Abatement Procedures & Compliance

- Support the development, implementation, and review of noise-abatement procedures (NAPs).
- Monitor airline compliance with noise-abatement routes, departure profiles, and operational restrictions.
- Coordinate with Air Traffic Control (ATC) and airlines to improve adherence to noise-mitigation procedures.
- Investigate noise-exceedance events and recommend corrective actions.

3. Regulatory Reporting & Documentation

- Ensure compliance with ICAO Annex 16, national aviation-noise regulations, and environmental-reporting requirements.
- Prepare regulatory submissions, annual noise reports, and environmental-impact documentation.
- Support noise-related components of airport certification and environmental assessments (EIAs).
- Maintain accurate records of noise data, complaints, and compliance activities.

4. Community Engagement & Complaint Management



- Respond to noise complaints from residents and community groups with clear, factual, and empathetic communication.
- Analyse complaint patterns and provide insights to leadership and stakeholders.
- Participate in community meetings, noise-roundtables, and public-outreach events.
- Develop educational materials explaining airport operations, noise-abatement procedures, and mitigation efforts.

5. Noise-Mitigation Strategy & Program Development

- Support long-term noise-management planning, including land-use compatibility studies and insulation programs.
- Evaluate emerging technologies and operational practices that reduce noise (e.g., continuous-descent operations, quieter aircraft).
- Collaborate with engineering teams on noise-mitigation infrastructure (e.g., barriers, insulation).
- Contribute to airport sustainability and environmental-management initiatives.

6. Cross-Functional Coordination

- Work closely with Operations, ATC, Environmental Compliance, Community Relations, and Planning departments.
- Provide noise-impact assessments for new routes, runway-use changes, or infrastructure projects.
- Support emergency-response and operational-change communications related to noise impacts.
- Coordinate with airlines on noise-performance reviews and improvement plans.

7. Technology & System Management

- Maintain and troubleshoot noise-monitoring hardware and software.
- Ensure data accuracy, calibration, and system integrity.
- Support upgrades to noise-monitoring networks, analytics tools, and GIS platforms.
- Manage data visualization tools for internal and public reporting.

Qualifications & Experience

Essential

- Bachelor's degree in environmental science, Acoustics, Aviation Management, Engineering, or related field.



- Experience in environmental noise monitoring, acoustics, or aviation-related environmental roles.
- Strong analytical skills with the ability to interpret technical data and flight-operation information.
- Excellent communication skills, especially in community-facing contexts.
- Ability to work independently and manage multiple priorities.

Preferred

- Experience in airport noise-management programs or aviation environmental compliance.
- Knowledge of ICAO noise standards, national noise regulations, and airport-noise modelling tools.
- Familiarity with noise-monitoring systems (e.g., Brüel & Kjær, EMS platforms).
- Experience with GIS, acoustic modelling, or environmental-data software.

Key Competencies

- Strong analytical and technical aptitude.
- High attention to detail and data accuracy.
- Excellent communication and community-relations skills.
- Ability to explain complex technical concepts in accessible language.
- Problem-solving mindset with a proactive approach.
- Strong collaboration and stakeholder-management abilities.

Tools & Systems Knowledge

- Noise-monitoring systems (NMS) and acoustic-measurement tools.
- GIS and flight-tracking platforms.
- Environmental-data analysis and reporting tools.
- MS Office and data-visualization software.

Working Conditions

- Airport-based role with regular fieldwork near noise-monitoring stations and operational areas.
- Exposure to outdoor conditions and elevated noise levels.
- Standard business hours with flexibility for community meetings or operational events.



- Frequent interaction with residents, regulators, airlines, and airport departments.

Role Impact

The Noise Abatement Specialist plays a crucial role in balancing airport growth with community well-being. By monitoring noise impacts, improving operational compliance, and fostering transparent communication, this role strengthens community trust, supports regulatory compliance, and contributes to sustainable airport operations.



8.86 — Airport Planning Engineer

Position Overview

The Airport Planning Engineer is responsible for planning, analysing, and designing airport infrastructure to ensure safe, efficient, and sustainable operations. This role supports master-planning, airside and landside capacity assessments, terminal planning, and long-term development strategies. The Airport Planning Engineer works closely with engineering, operations, environmental, and commercial teams to ensure that airport infrastructure meets regulatory requirements, operational needs, and future growth demands.

Key Responsibilities

1. Airport Master Planning & Development

- Support the development and updating of airport master plans, including long-term infrastructure strategies.
- Conduct demand forecasting for passengers, aircraft movements, cargo, and ground-transportation needs.
- Evaluate future capacity requirements for runways, taxiways, aprons, terminals, and support facilities.
- Prepare planning documents, concept layouts, and development phasing plans.

2. Airside Planning & Capacity Analysis

- Analyze runway, taxiway, and apron capacity using simulation tools and ICAO standards.
- Assess aircraft parking positions, gate allocation, and apron layout optimization.
- Evaluate airside operational efficiency, safety, and compliance with ICAO Annex 14.
- Support planning for new airside infrastructure, including rapid-exit taxiways, de-icing pads, and stands.

3. Terminal & Landside Planning

- Conduct terminal-capacity assessments, including check-in, security, baggage, boarding gates, and passenger flows.
- Analyze landside facilities such as access roads, parking, curbside operations, and public-transport integration.
- Develop concept designs for terminal expansions, renovations, and passenger-experience improvements.
- Coordinate with architects and terminal-design consultants.



4. Infrastructure Feasibility Studies

- Prepare feasibility studies for new infrastructure projects, including cost estimates, demand analysis, and operational impacts.
- Evaluate alternative design concepts and recommend optimal solutions.
- Support environmental impact assessments (EIAs) and sustainability evaluations.
- Conduct risk assessments and scenario modeling.

5. Data Analysis, Modeling & Simulation

- Use airport-planning software to model passenger flows, aircraft movements, and capacity scenarios.
- Analyze operational data to identify bottlenecks and improvement opportunities.
- Prepare technical reports, drawings, and presentations for internal and external stakeholders.
- Maintain accurate datasets for planning and forecasting.

6. Regulatory Compliance & Standards

- Ensure all planning activities comply with ICAO, EASA/FAA, national aviation authority regulations, and airport-design standards.
- Review engineering and architectural designs for compliance with planning requirements.
- Support airport-certification processes and safety-management system (SMS) integration.
- Monitor regulatory changes affecting airport infrastructure.

7. Stakeholder Coordination

- Collaborate with airport operations, engineering, environmental, commercial, and security teams.
- Coordinate with airlines, ATC, consultants, and government agencies on planning initiatives.
- Support public-consultation processes for major development projects.
- Present planning concepts and findings to leadership and external stakeholders.

8. Project Support & Implementation

- Assist in transitioning planning concepts into detailed design and construction phases.



- Review design submissions, technical drawings, and construction documents.
- Support project-management teams with technical input during implementation.
- Participate in site inspections and commissioning activities.

Qualifications & Experience

Essential

- Bachelor's degree in civil engineering, Aviation Engineering, Urban Planning, or related field.
- Experience in airport planning, transportation engineering, or infrastructure development.
- Strong understanding of airport operations, capacity analysis, and planning principles.
- Proficiency in technical analysis, modeling, and CAD tools.
- Excellent analytical, communication, and problem-solving skills.

Preferred

- Master's degree in Airport Planning, Transportation Engineering, or Aviation Management.
- Experience with airport-planning software (AviPLAN, AirTOP, CAST, ArcGIS).
- Knowledge of ICAO Annex 14, FAA ACs, EASA CS-ADR-DSN, and other design standards.
- Experience with master-planning, terminal design, or airside simulation.

Key Competencies

- Strong analytical and technical aptitude.
- High attention to detail and accuracy.
- Ability to visualize complex spatial and operational concepts.
- Effective communication and stakeholder-management skills.
- Strategic thinking with long-term planning awareness.
- Ability to manage multiple projects in a fast-paced environment.

Tools & Systems Knowledge

- CAD and BIM tools (AutoCAD, Revit).
- Airport-planning and simulation software.
- GIS platforms (ArcGIS, QGIS).



- MS Office and data-analysis tools.

Working Conditions

- Office-based with regular visits to airside and landside operational areas.
- Collaboration with engineering, operations, and construction teams.
- Standard business hours with flexibility for project deadlines or site inspections.
- Interaction with consultants, regulators, and external stakeholders.

Role Impact

The Airport Planning Engineer plays a critical role in shaping the airport's future. By ensuring infrastructure is safe, efficient, and scalable, this role directly supports operational performance, passenger experience, and long-term airport growth.



8.87 — Civil Aviation Authority Inspector

Position Overview

The Civil Aviation Authority (CAA) Inspector is responsible for ensuring that aviation organizations airlines, airports, maintenance organizations, training institutions, and air navigation service providers comply with national regulations and ICAO Standards and Recommended Practices (SARPs). This role conducts inspections, audits, certifications, and investigations to uphold aviation safety, security, and regulatory integrity. The CAA Inspector plays a critical role in safeguarding the national aviation system and maintaining international compliance.

Key Responsibilities

1. Regulatory Oversight & Compliance Monitoring

- Conduct inspections, audits, and surveillance of aviation organizations to ensure compliance with national regulations and ICAO SARPs.
- Review operational manuals, procedures, training programs, and safety documentation.
- Monitor ongoing compliance through scheduled and unscheduled inspections.
- Issue findings, corrective-action requests, and follow-up assessments.

2. Certification & Licensing

- Participate in the certification and approval of airlines, airports, AMOs (Approved Maintenance Organizations), ATOs (Approved Training Organizations), and ANSPs.
- Evaluate applications for air operator certificates (AOC), maintenance approvals, and personnel licenses.
- Conduct assessments of facilities, equipment, and operational capabilities.
- Ensure organizations meet regulatory requirements before granting approvals.

3. Safety Audits & Surveillance Programs

- Implement safety oversight programs in accordance with ICAO Annexes and national aviation regulations.
- Conduct audits covering operations, maintenance, airworthiness, security, and safety management systems (SMS).
- Analyze audit results and identify systemic safety risks.
- Recommend corrective actions and monitor implementation.

4. Investigations & Enforcement



- Investigate regulatory violations, safety incidents, and operational non-compliance.
- Collect evidence, interview personnel, and prepare investigation reports.
- Recommend enforcement actions such as penalties, suspensions, or corrective-action mandates.
- Support accident and incident investigations in coordination with national investigation bodies.

5. Safety Management & Risk Assessment

- Evaluate the effectiveness of SMS programs across aviation organizations.
- Conduct risk assessments and identify emerging safety hazards.
- Provide guidance on safety-improvement initiatives and best practices.
- Support national safety-performance monitoring and reporting.

6. Regulatory Development & Policy Support

- Contribute to the development and revision of aviation regulations, guidance materials, and oversight procedures.
- Monitor changes in ICAO SARPs and recommend national implementation strategies.
- Participate in regulatory working groups and technical committees.
- Provide expert input on aviation policy and strategic planning.

7. Stakeholder Engagement & Communication

- Liaise with airlines, airports, maintenance organizations, training institutions, and government agencies.
- Provide regulatory guidance and clarify compliance requirements.
- Conduct workshops, briefings, and outreach activities to promote safety culture.
- Represent the authority in national and international aviation forums.

8. Documentation & Reporting

- Prepare inspection reports, audit findings, and compliance documentation.
- Maintain accurate records in regulatory oversight systems.
- Support national and ICAO reporting obligations (e.g., USOAP, SSP).
- Ensure transparency, accuracy, and traceability in all regulatory records.

Qualifications & Experience



Essential

- Bachelor's degree in aviation, Engineering, Airworthiness, Aeronautical Science, or related field.
- Professional experience in airline operations, maintenance, airworthiness, airport operations, or air traffic services.
- Strong knowledge of ICAO SARPs, national aviation regulations, and safety-oversight principles.
- Excellent analytical, investigative, and communication skills.
- High integrity and ability to make impartial regulatory decisions.

Preferred

- Previous experience as an aviation inspector, auditor, or regulator.
- Certifications such as ICAO PEL, OPS, AIR, ANS, or AGA inspector training.
- Experience with SMS, QMS, and safety-oversight systems.
- Familiarity with international oversight programs (USOAP, EASA, FAA).
- Experience in accident investigation or enforcement processes.

Key Competencies

- Strong regulatory and technical expertise.
- High attention to detail and documentation accuracy.
- Excellent judgment and decision-making ability.
- Strong communication and stakeholder-management skills.
- Analytical thinking with a risk-based approach.
- Integrity, impartiality, and professionalism.

Tools & Systems Knowledge

- Regulatory oversight and audit-management systems.
- Safety-management and reporting platforms.
- Technical documentation and compliance-tracking tools.
- MS Office and data-analysis software.

Working Conditions

- Office-based with frequent field inspections at airports, airlines, maintenance facilities, and training centers.



- Exposure to operational environments including airside areas and maintenance hangars.
- Travel required for inspections, audits, and international meetings.
- Availability during incidents, emergencies, or regulatory investigations.

Role Impact

The Civil Aviation Authority Inspector is a cornerstone of national aviation safety. By ensuring compliance, identifying risks, and enforcing regulations, this role protects passengers, supports industry growth, and upholds the country's international aviation reputation.



8.88 — Airworthiness Inspector

Position Overview

The Airworthiness Inspector is responsible for ensuring that aircraft, maintenance organizations, and continuing-airworthiness systems comply with national aviation regulations and ICAO Standards and Recommended Practices (SARPs). This role conducts inspections, audits, approvals, and investigations related to aircraft maintenance, engineering, and airworthiness management. The Airworthiness Inspector plays a critical role in maintaining aviation safety by verifying that aircraft are maintained to the highest technical standards and that operators meet all regulatory obligations.

Key Responsibilities

1. Airworthiness Oversight & Compliance Monitoring

- Conduct inspections and audits of aircraft, maintenance facilities, and continuing-airworthiness management organizations (CAMOs).
- Verify compliance with national regulations, ICAO Annex 8, and manufacturer maintenance requirements.
- Review maintenance programs, reliability reports, and technical records.
- Issue findings and corrective-action requests and verify implementation.

2. Certification & Approvals

- Participate in the certification and approval of:
 - Air Operator Certificates (AOC)
 - Approved Maintenance Organizations (AMOs)
 - Continuing-Airworthiness Management Organizations (CAMOs)
 - Aircraft type acceptance and registration
- Evaluate maintenance-control systems, quality-assurance programs, and engineering procedures.
- Assess personnel qualifications, tooling, equipment, and facilities.

3. Aircraft Inspections

- Conduct physical inspections of aircraft, including:
 - Ramp inspections
 - Base-maintenance inspections
 - Pre- and post-modification inspections
 - Airworthiness-directive (AD) compliance checks



- Review logbooks, technical logs, and maintenance releases.
- Ensure aircraft meet airworthiness requirements before issuance of certificates.

4. Continuing Airworthiness Surveillance

- Monitor operator compliance with continuing-airworthiness requirements.
- Review reliability programs, defect-reporting systems, and trend analyses.
- Evaluate maintenance-program effectiveness and recommend improvements.
- Assess compliance with service bulletins, ADs, and mandatory modifications.

5. Investigations & Enforcement

- Investigate maintenance-related incidents, defects, and regulatory violations.
- Collect evidence, interview personnel, and prepare technical investigation reports.
- Recommend enforcement actions such as corrective measures, suspensions, or penalties.
- Support accident investigations in coordination with national investigation bodies.

6. Regulatory Development & Technical Guidance

- Contribute to the development and revision of airworthiness regulations, policies, and guidance materials.
- Monitor changes in ICAO SARPs, manufacturer requirements, and industry best practices.
- Provide technical advice to operators, maintenance organizations, and government agencies.
- Participate in technical committees and regulatory working groups.

7. Documentation & Reporting

- Prepare inspection reports, audit findings, and certification documentation.
- Maintain accurate records in regulatory oversight systems.
- Support national and ICAO reporting obligations (e.g., USOAP, SSP).
- Ensure traceability, transparency, and regulatory integrity in all documentation.

8. Stakeholder Engagement

- Liaise with airlines, AMOs, CAMOs, manufacturers, and regulatory partners.
- Provide guidance on compliance requirements and airworthiness standards.



- Conduct workshops, briefings, and outreach to promote safety culture.
- Represent the authority in national and international aviation forums.

Qualifications & Experience

Essential

- Bachelor's degree in Aeronautical Engineering, Mechanical Engineering, Aviation Maintenance, or related field.
- Professional experience in aircraft maintenance, engineering, or airworthiness roles.
- Strong knowledge of ICAO Annex 8, national airworthiness regulations, and manufacturer maintenance standards.
- Experience with aircraft maintenance programs, reliability systems, and quality-assurance processes.
- Excellent analytical, investigative, and communication skills.

Preferred

- Previous experience as an airworthiness inspector or regulatory auditor.
- Certifications such as ICAO Airworthiness Inspector training, EASA Part-66 license, or FAA A&P.
- Experience with SMS, QMS, and safety-oversight systems.
- Familiarity with aircraft-type certification, modifications, and STCs.

Key Competencies

- Strong technical and regulatory expertise.
- High attention to detail and documentation accuracy.
- Excellent judgment and impartial decision-making.
- Strong communication and stakeholder-management skills.
- Analytical thinking with a risk-based approach.
- Integrity, professionalism, and commitment to safety.

Tools & Systems Knowledge

- Regulatory oversight and audit-management systems.
- Aircraft technical-record systems and maintenance-tracking platforms.
- Safety-management and reporting tools.
- MS Office and technical-analysis software.



Working Conditions

- Office-based with frequent inspections at airports, maintenance hangars, and engineering facilities.
- Exposure to operational environments, including airside areas and maintenance shops.
- Travel required for inspections, audits, and international meetings.
- Availability during incidents, emergencies, or regulatory investigations.

Role Impact

The Airworthiness Inspector is a cornerstone of aviation safety. By ensuring aircraft are maintained to the highest standards and that operators comply with all regulatory requirements, this role protects passengers, supports industry growth, and upholds the nation's international aviation reputation.



8.89 — Flight Operations Inspector

Position Overview

The Flight Operations Inspector is responsible for overseeing and evaluating the operational safety and regulatory compliance of air operators. This role conducts inspections, audits, evaluations, and surveillance of flight operations, training programs, crew qualifications, and operational control systems. The Flight Operations Inspector ensures that operators meet national aviation regulations and ICAO Standards and Recommended Practices (SARPs), playing a critical role in maintaining the safety and integrity of the national aviation system.

Key Responsibilities

1. Operational Oversight & Compliance Monitoring

- Conduct inspections and audits of air operators to ensure compliance with national regulations and ICAO Annex 6.
- Review operations manuals, standard operating procedures (SOPs), training programs, and safety documentation.
- Monitor operator performance through scheduled and unscheduled surveillance.
- Issue findings, corrective-action requests, and follow-up assessments.

2. Certification & Approvals

- Participate in the certification and approval of:
 - Air Operator Certificates (AOC)
 - Operations Specifications (Ops Specs)
 - Training organizations and simulators
 - Operational control and dispatch systems
- Evaluate operator readiness, including crew training, operational procedures, and safety systems.
- Assess aircraft types, routes, and special operations (ETOPS, RVSM, PBN, CAT II/III).

3. Flight Crew & Training Oversight

- Evaluate flight crew qualifications, training records, and proficiency checks.
- Observe simulator sessions, line checks, and training events.
- Assess training programs for compliance with regulatory requirements.



- Ensure operators maintain effective crew-resource management (CRM) and threat-and-error management (TEM) programs.

4. Flight Operations Inspections

- Conduct ramp inspections, cockpit inspections, and operational-control evaluations.
- Observe flight operations from the jump seat when required.
- Verify compliance with flight-time limitations (FTL), duty-time regulations, and fatigue-risk-management systems (FRMS).
- Review flight-planning, dispatch, and load-control procedures.

5. Safety Management & Risk Assessment

- Evaluate the effectiveness of operators' Safety Management Systems (SMS).
- Identify operational hazards and assess safety risks.
- Review safety reports, incident data, and trend analyses.
- Recommend safety improvements and monitor implementation.

6. Investigations & Enforcement

- Investigate operational incidents, regulatory violations, and safety concerns.
- Collect evidence, interview personnel, and prepare investigation reports.
- Recommend enforcement actions such as corrective measures, suspensions, or penalties.
- Support accident investigations in coordination with national investigation bodies.

7. Regulatory Development & Technical Guidance

- Contribute to the development and revision of flight-operations regulations, policies, and guidance materials.
- Monitor changes in ICAO SARPs and industry best practices.
- Provide technical advice to operators, training organizations, and government agencies.
- Participate in regulatory working groups and technical committees.

8. Documentation & Reporting

- Prepare inspection reports, audit findings, and certification documentation.
- Maintain accurate records in regulatory oversight systems.



- Support national and ICAO reporting obligations (e.g., USOAP, SSP).
- Ensure transparency, accuracy, and traceability in all regulatory documentation.

9. Stakeholder Engagement

- Liaise with airlines, training organizations, dispatch units, and regulatory partners.
- Provide guidance on compliance requirements and operational standards.
- Conduct workshops, briefings, and outreach to promote safety culture.
- Represent the authority in national and international aviation forums.

Qualifications & Experience

Essential

- Airline Transport Pilot License (ATPL) or equivalent professional pilot qualifications.
- Significant experience as a captain or senior first officer in commercial air transport.
- Strong knowledge of ICAO Annex 6, national flight-operations regulations, and industry standards.
- Experience in flight operations, training, or operational control.
- Excellent analytical, investigative, and communication skills.

Preferred

- Previous experience as a flight operations inspector or regulatory auditor.
- Instructor or examiner qualifications (TRE, TRI, IRE, etc.).
- Experience with SMS, FRMS, and safety-oversight systems.
- Familiarity with advanced operations (ETOPS, PBN, RVSM, CAT II/III).
- Experience with international oversight programs (USOAP, EASA, FAA).

Key Competencies

- Strong operational and regulatory expertise.
- High attention to detail and documentation accuracy.
- Excellent judgment and impartial decision-making.
- Strong communication and stakeholder-management skills.



- Analytical thinking with a risk-based approach.
- Integrity, professionalism, and commitment to safety.

Tools & Systems Knowledge

- Regulatory oversight and audit-management systems.
- Flight-operations and training-record systems.
- Safety-management and reporting platforms.
- MS Office and operational-analysis tools.

Working Conditions

- Office-based with frequent inspections at airports, simulators, and operator facilities.
- Exposure to operational environments including airside areas and flight decks.
- Travel required for inspections, audits, and international meetings.
- Availability during incidents, emergencies, or regulatory investigations.

Role Impact

The Flight Operations Inspector is a cornerstone of aviation safety oversight. By ensuring operators maintain the highest operational standards, this role protects passengers, supports industry growth, and upholds the nation's international aviation reputation.



8.90 — Aviation Medical Examiner (AME)

Position Overview

The Aviation Medical Examiner (AME) is a licensed medical professional designated by the Civil Aviation Authority (CAA) to conduct medical examinations for pilots, air traffic controllers, cabin crew, and other aviation personnel. The AME evaluates applicants' physical and mental fitness to ensure they meet the medical standards required for safe aviation operations. This role plays a critical part in maintaining aviation safety by identifying medical risks, ensuring regulatory compliance, and supporting the ongoing health of aviation professionals.

Key Responsibilities

1. Medical Examinations & Certification

- Conduct initial, renewal, and periodic medical examinations for aviation personnel in accordance with ICAO Annex 1 and national medical standards.
- Assess physical and mental fitness, including cardiovascular, neurological, visual, auditory, and psychological health.
- Review medical history, diagnostic tests, and specialist reports.
- Determine eligibility for Class 1, Class 2, or other aviation medical certificates.
- Issue medical certificates or defer cases requiring further evaluation.

2. Regulatory Compliance & Documentation

- Ensure all examinations comply with national aviation-medical regulations and ICAO requirements.
- Maintain accurate, confidential medical records and submit required reports to the CAA.
- Use approved electronic medical-record systems for certification and reporting.
- Stay updated on regulatory changes affecting aviation medical standards.

3. Medical Risk Assessment

- Identify medical conditions that may affect flight safety, such as cardiovascular disease, diabetes, neurological disorders, or psychiatric conditions.
- Evaluate medication use, treatment plans, and potential side effects relevant to aviation duties.
- Recommend limitations, follow-up evaluations, or temporary grounding when necessary.



- Collaborate with specialists to assess complex medical cases.

4. Decision-Making & Case Management

- Make informed, impartial decisions regarding medical certification.
- Refer borderline or complex cases to the CAA's medical board or senior aviation medical officers.
- Monitor individuals with ongoing medical conditions requiring periodic review.
- Provide clear explanations to applicants regarding certification decisions.

5. Health Promotion & Education

- Advise aviation personnel on maintaining health, fitness, and lifestyle habits that support safe performance.
- Provide guidance on fatigue, stress management, sleep hygiene, and occupational health risks.
- Support wellness initiatives within the aviation community.

6. Professional Development & Continuous Learning

- Maintain up-to-date knowledge of aviation medicine, clinical best practices, and regulatory standards.
- Participate in CAA-approved training, workshops, and recurrent qualification programs.
- Engage in peer review and professional networks in aviation medicine.

7. Collaboration & Stakeholder Engagement

- Liaise with the CAA, aviation employers, occupational-health departments, and medical specialists.
- Provide expert medical advice to operators when appropriate and permitted by confidentiality rules.
- Support accident or incident investigations by providing relevant medical insights when requested by authorities.

Qualifications & Experience

Essential

- Licensed physician with recognized qualifications in general medicine or a relevant specialty.



- Designation or authorization by the national Civil Aviation Authority as an Aviation Medical Examiner.
- Strong understanding of ICAO Annex 1 medical standards and national aviation-medical regulations.
- Experience conducting medical examinations and interpreting diagnostic tests.
- Excellent judgment, integrity, and communication skills.

Preferred

- Postgraduate training in aviation medicine (e.g., Diploma in Aviation Medicine).
- Experience working with pilots, air traffic controllers, or occupational-health programs.
- Familiarity with aeromedical decision-making, risk assessment, and human-factors principles.
- Experience with electronic medical-certification systems.

Key Competencies

- Strong clinical and diagnostic skills.
- High ethical standards and impartial decision-making.
- Excellent communication and interpersonal abilities.
- Attention to detail and strong documentation practices.
- Ability to manage sensitive information with confidentiality.
- Sound judgment in assessing medical risks related to aviation safety.

Tools & Systems Knowledge

- Electronic medical-certification and reporting systems.
- Diagnostic tools and clinical testing equipment.
- Medical-record management systems.
- MS Office and digital documentation tools.

Working Conditions

- Clinic-based role with occasional coordination with CAA offices or aviation employers.
- Standard clinical hours with flexibility for urgent evaluations or follow-up assessments.



- Interaction with pilots, controllers, cabin crew, and other aviation personnel.
- Responsibility for maintaining a professional, confidential, and safety-focused environment.

Role Impact

The Aviation Medical Examiner plays a vital role in protecting aviation safety by ensuring that personnel entrusted with critical operational duties are medically fit to perform them. Through rigorous assessment, regulatory compliance, and professional judgment, the AME helps maintain the health, performance, and safety of the aviation workforce.



8.91 — Regulatory Compliance Officer

Position Overview

The Regulatory Compliance Officer ensures that aviation organizations—airlines, airports, maintenance providers, training institutions, and support services—operate in full compliance with applicable laws, regulations, and industry standards. This role monitors regulatory changes, conducts internal audits, supports certification processes, and advises leadership on compliance risks. The Regulatory Compliance Officer plays a critical role in safeguarding operational integrity, reducing regulatory exposure, and promoting a strong culture of safety and accountability.

Key Responsibilities

1. Compliance Monitoring & Oversight

- Develop, implement, and maintain the organization’s regulatory-compliance program.
- Conduct internal audits, inspections, and compliance assessments across operational departments.
- Monitor adherence to national aviation regulations, ICAO SARPs, and internal policies.
- Identify non-compliance issues and coordinate corrective-action plans.

2. Regulatory Intelligence & Change Management

- Track regulatory updates from the Civil Aviation Authority (CAA), ICAO, EASA/FAA, and other relevant bodies.
- Assess the impact of regulatory changes on operations, procedures, and documentation.
- Communicate regulatory updates to relevant departments and support implementation.
- Maintain a regulatory-requirements database and compliance matrix.

3. Policy Development & Documentation

- Develop and update compliance policies, manuals, and standard operating procedures (SOPs).
- Ensure operational documentation aligns with regulatory requirements.
- Support the preparation of certification and approval documentation (AOC, AMO, ATO, aerodrome certification, etc.).
- Review departmental procedures for regulatory accuracy and consistency.



4. Risk Management & Safety Integration

- Conduct compliance-risk assessments and identify areas of vulnerability.
- Collaborate with Safety Management System (SMS) teams to integrate compliance into safety processes.
- Analyze audit findings, incident reports, and trends to identify systemic risks.
- Recommend preventive actions to reduce regulatory exposure.

5. Training & Awareness

- Develop and deliver compliance-training programs for operational and administrative staff.
- Promote awareness of regulatory obligations and compliance best practices.
- Support onboarding programs with compliance-related content.
- Maintain training records and ensure staff qualifications meet regulatory requirements.

6. Stakeholder Coordination

- Liaise with the Civil Aviation Authority, regulatory agencies, and external auditors.
- Coordinate regulatory inspections, audits, and certification activities.
- Provide guidance to internal departments on compliance matters.
- Support communication with partners, contractors, and service providers regarding regulatory expectations.

7. Investigation & Corrective Action

- Support investigations into compliance breaches, operational deviations, or regulatory findings.
- Document root-cause analyses and develop corrective-action plans.
- Monitor implementation and verify effectiveness of corrective measures.
- Prepare reports for senior management and regulatory authorities.

8. Reporting & Recordkeeping

- Maintain accurate compliance records, audit reports, and regulatory correspondence.
- Prepare compliance-performance reports for leadership and oversight bodies.
- Support national and international reporting obligations when required.



- Ensure documentation meets regulatory retention and confidentiality requirements.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Law, Business Administration, Safety Management, or related field.
- Experience in regulatory compliance, quality assurance, safety oversight, or aviation operations.
- Strong knowledge of national aviation regulations and ICAO SARPs.
- Excellent analytical, organizational, and communication skills.
- Ability to interpret complex regulations and apply them operationally.

Preferred

- Experience in airline, airport, maintenance, or training-organization compliance roles.
- Certifications in compliance, auditing, or safety (e.g., ISO auditor, SMS training).
- Familiarity with EASA, FAA, or other international regulatory frameworks.
- Experience with certification processes (AOC, AMO, ATO, aerodrome certification).

Key Competencies

- Strong regulatory and analytical mindset.
- High attention to detail and documentation accuracy.
- Excellent communication and stakeholder-management skills.
- Integrity, impartiality, and sound judgment.
- Ability to manage multiple priorities in a fast-paced environment.
- Proactive approach to risk identification and mitigation.

Tools & Systems Knowledge

- Compliance-management and audit-tracking systems.
- Safety-management and reporting platforms.
- Document-control and quality-management systems.
- MS Office and data-analysis tools.

Working Conditions



- Office-based with regular visits to operational areas (airside, maintenance facilities, training centers).
- Interaction with regulators, auditors, and operational teams.
- Standard business hours with flexibility during audits or regulatory events.
- Occasional travel for inspections, training, or regulatory meetings.

Role Impact

The Regulatory Compliance Officer ensures the organization operates safely, legally, and responsibly. By maintaining strong compliance systems, monitoring regulatory changes, and supporting operational integrity, this role protects the organization from regulatory risk and strengthens its reputation for safety and professionalism.



8.92 — Aerodrome Inspector

Position Overview

The Aerodrome Inspector is responsible for overseeing the safety, compliance, and operational integrity of certified aerodromes. This role conducts inspections, audits, and surveillance activities to ensure that airports meet national regulations, ICAO Standards and Recommended Practices (SARPs), and aerodrome-certification requirements. The Aerodrome Inspector plays a critical role in maintaining safe airport operations by evaluating infrastructure, operational procedures, safety-management systems, and emergency-response capabilities.

Key Responsibilities

1. Aerodrome Certification & Compliance Oversight

- Conduct inspections and assessments required for initial and ongoing aerodrome certification.
- Verify compliance with ICAO Annex 14, national aerodrome regulations, and design standards.
- Review aerodrome manuals, safety procedures, and operational documentation.
- Issue findings, corrective-action requests, and follow-up evaluations.

2. Aerodrome Inspections & Surveillance

- Perform scheduled and unscheduled inspections of airside and landside facilities, including:
 - Runways, taxiways, aprons
 - Lighting and visual-aids systems
 - Rescue and Firefighting Services (RFFS)
 - Wildlife-hazard management programs
 - Pavement conditions and markings
 - Obstacle-limitation surfaces (OLS)
- Evaluate operational practices such as NOTAM issuance, aerodrome reporting, and maintenance programs.

3. Safety Management System (SMS) Oversight

- Assess the effectiveness of aerodrome SMS programs.



- Review hazard-identification processes, risk assessments, and safety-performance indicators.
- Monitor safety reports, incident trends, and corrective-action implementation.
- Provide guidance on safety-improvement initiatives.

4. Emergency Preparedness & RFFS Evaluation

- Evaluate aerodrome emergency-response plans and conduct drills or exercises.
- Assess RFFS capability, equipment, staffing, and response times.
- Verify compliance with ICAO rescue-and-firefighting categories.
- Review coordination with local emergency-response agencies.

5. Infrastructure & Development Oversight

- Review aerodrome development plans, construction projects, and major infrastructure changes.
- Assess compliance with design standards and operational-safety requirements.
- Monitor construction activities for safety risks and operational impacts.
- Participate in obstacle-survey reviews and aerodrome-mapping updates.

6. Wildlife & Environmental Hazard Management

- Evaluate wildlife-hazard management programs and mitigation measures.
- Review environmental-compliance aspects related to aerodrome operations.
- Assess drainage, vegetation control, and land-use compatibility around the aerodrome.

7. Investigations & Enforcement

- Investigate aerodrome-related incidents, safety deficiencies, and regulatory violations.
- Collect evidence, interview personnel, and prepare investigation reports.
- Recommend enforcement actions such as corrective measures, suspensions, or penalties.
- Support accident investigations in coordination with national investigation bodies.

8. Regulatory Development & Technical Guidance



- Contribute to the development and revision of aerodrome regulations, policies, and guidance materials.
- Monitor changes in ICAO SARPs and recommend national implementation strategies.
- Provide technical advice to aerodrome operators, government agencies, and industry stakeholders.
- Participate in regulatory working groups and technical committees.

9. Documentation & Reporting

- Prepare inspection reports, audit findings, and certification documentation.
- Maintain accurate oversight records in regulatory systems.
- Support national and ICAO reporting obligations (e.g., USOAP, SSP).
- Ensure transparency, accuracy, and traceability in all regulatory documentation.

Qualifications & Experience

Essential

- Bachelor's degree in aviation, Aerodrome Engineering, Civil Engineering, Safety Management, or related field.
- Professional experience in airport operations, aerodrome engineering, or aviation safety oversight.
- Strong knowledge of ICAO Annex 14, aerodrome-certification requirements, and national regulations.
- Experience with airside operations, airport infrastructure, or safety-management systems.
- Excellent analytical, investigative, and communication skills.

Preferred

- Previous experience as an aerodrome inspector or regulatory auditor.
- Certifications in aerodrome safety, SMS, or ICAO aerodrome-inspector training.
- Familiarity with pavement evaluation, obstacle-limitation surfaces, and aerodrome design.
- Experience with international oversight programs (USOAP, EASA, FAA).

Key Competencies



- Strong technical and regulatory expertise.
- High attention to detail and documentation accuracy.
- Excellent judgment and impartial decision-making.
- Strong communication and stakeholder-management skills.
- Analytical thinking with a risk-based approach.
- Integrity, professionalism, and commitment to safety.

Tools & Systems Knowledge

- Aerodrome-inspection and oversight systems.
- GIS and obstacle-survey tools.
- Pavement-evaluation and lighting-system tools.
- Safety-management and reporting platforms.
- MS Office and technical-analysis software.

Working Conditions

- Office-based with frequent inspections at aerodromes, including airside areas.
- Exposure to outdoor conditions, noise, and operational environments.
- Travel required for inspections, audits, and regulatory meetings.
- Availability during incidents, emergencies, or regulatory investigations.

Role Impact

The Aerodrome Inspector plays a vital role in ensuring that airports operate safely, efficiently, and in full compliance with international and national standards. By identifying risks, enforcing regulations, and supporting continuous improvement, this role protects passengers, enhances operational reliability, and strengthens the nation's aviation-safety performance.



8.93 — Aviation Policy Analyst

Position Overview

The Aviation Policy Analyst is responsible for researching, developing, and evaluating aviation policies, regulations, and strategic initiatives that support safe, efficient, and sustainable aviation systems. This role analyses industry trends, regulatory frameworks, economic impacts, and operational data to inform decision-making by government agencies, civil aviation authorities, and aviation organizations. The Aviation Policy Analyst plays a key role in shaping national aviation strategy, ensuring alignment with ICAO Standards and Recommended Practices (SARPs), and supporting long-term sector development.

Key Responsibilities

1. Policy Research & Development

- Conduct research on aviation issues including safety, security, air transport economics, environmental sustainability, and infrastructure planning.
- Develop policy proposals, regulatory amendments, and strategic recommendations.
- Analyze the implications of ICAO SARPs, regional regulations, and international agreements.
- Draft policy briefs, white papers, and consultation documents.

2. Regulatory Analysis & Impact Assessment

- Evaluate existing regulations to identify gaps, inefficiencies, or areas for improvement.
- Conduct regulatory impact assessments (RIAs) to evaluate economic, operational, and social effects.
- Assess the impact of proposed regulations on airlines, airports, ANSPs, and other stakeholders.
- Support harmonization of national regulations with international standards.

3. Strategic Planning & Aviation Sector Development

- Support the development of national aviation strategies, master plans, and long-term policy frameworks.
- Analyze trends in air transport demand, fleet modernization, airport capacity, and emerging technologies.



- Provide insights on innovation areas such as UAS/UAM, digitalization, cybersecurity, and sustainable aviation fuels (SAF).
- Contribute to national positions for ICAO assemblies, regional groups, and bilateral negotiations.

4. Stakeholder Engagement & Consultation

- Coordinate consultations with airlines, airports, industry associations, government agencies, and the public.
- Facilitate workshops, policy dialogues, and technical meetings.
- Incorporate stakeholder feedback into policy development processes.
- Represent the organization in national and international aviation forums.

5. Data Analysis & Reporting

- Analyze aviation data including traffic statistics, safety indicators, economic performance, and environmental metrics.
- Prepare analytical reports, dashboards, and presentations for leadership.
- Use quantitative and qualitative methods to support evidence-based policymaking.
- Maintain databases and research repositories relevant to aviation policy.

6. International Coordination & Compliance

- Monitor global aviation developments, ICAO resolutions, and regulatory trends.
- Support national compliance with ICAO SARPs and participation in ICAO audits (USOAP, CART, etc.).
- Assist in preparing national submissions, reports, and responses to international bodies.
- Coordinate with regional aviation organizations and partner states.

7. Legislative & Government Support

- Provide technical input for aviation-related legislation, regulations, and government directives.
- Prepare briefing notes, ministerial submissions, and parliamentary responses.
- Support inter-agency coordination on cross-cutting issues such as environment, security, and transport policy.
- Advise leadership on policy risks, opportunities, and strategic implications.



Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Public Policy, Economics, Law, Engineering, or related field.
- Experience in aviation policy, regulatory analysis, research, or strategic planning.
- Strong understanding of ICAO frameworks, national aviation regulations, and industry dynamics.
- Excellent analytical, writing, and communication skills.
- Ability to interpret complex technical and regulatory information.

Preferred

- Master's degree in public policy, Aviation, Economics, or International Relations.
- Experience working with a Civil Aviation Authority, government ministry, or aviation organization.
- Familiarity with economic modeling, forecasting, or impact-assessment methodologies.
- Knowledge of emerging aviation technologies and sustainability initiatives.

Key Competencies

- Strong analytical and critical-thinking skills.
- Excellent research and policy-development capabilities.
- Clear and persuasive communication.
- Ability to synthesize complex information into actionable insights.
- Stakeholder-management and facilitation skills.
- Strategic mindset with attention to detail.

Tools & Systems Knowledge

- Data-analysis tools (Excel, Power BI, statistical software).
- Policy-research and regulatory-tracking platforms.
- Document-management and collaboration tools.
- MS Office and presentation software.

Working Conditions



- Office-based with occasional travel for meetings, consultations, and conferences.
- Collaboration with government agencies, industry stakeholders, and international organizations.
- Standard business hours with flexibility during major policy cycles or consultations.

Role Impact

The Aviation Policy Analyst shapes the future of the aviation sector by developing policies that enhance safety, efficiency, sustainability, and competitiveness. Through rigorous analysis, stakeholder engagement, and strategic insight, this role supports national aviation leadership and strengthens alignment with global aviation standards.



8.94 — Aviation Systems Engineer

Position Overview

The Aviation Systems Engineer is responsible for designing, integrating, maintaining, and optimizing the technical systems that support safe and efficient aviation operations. This includes communication, navigation, surveillance (CNS) systems, air traffic management (ATM) technologies, airport IT infrastructure, and mission-critical operational systems. The Aviation Systems Engineer ensures that aviation systems meet regulatory requirements, operate reliably, and support the evolving needs of airports, airlines, and air navigation service providers (ANSPs).

Key Responsibilities

1. Systems Design, Integration & Engineering

- Design, develop, and integrate aviation systems including CNS/ATM, airport IT, and operational-technology platforms.
- Evaluate system requirements, technical specifications, and engineering designs.
- Support modernization initiatives such as digital towers, ADS-B, PBN, and advanced surveillance systems.
- Ensure interoperability between systems, networks, and operational environments.

2. System Maintenance & Performance Management

- Oversee preventive and corrective maintenance of aviation systems.
- Monitor system performance, reliability, and availability metrics.
- Troubleshoot technical issues and coordinate repairs with vendors and technical teams.
- Maintain documentation including system diagrams, configuration records, and maintenance logs.

3. Safety, Security & Regulatory Compliance

- Ensure systems comply with ICAO SARPs, national regulations, and engineering standards.
- Support safety assessments, hazard analyses, and risk-mitigation activities.
- Implement cybersecurity controls and monitor system vulnerabilities.
- Participate in audits, inspections, and certification processes.

4. Project Management & Implementation



- Support planning, procurement, installation, and commissioning of new systems.
- Coordinate with contractors, vendors, and internal stakeholders.
- Conduct system testing, acceptance procedures, and performance validation.
- Manage project timelines, budgets, and technical deliverables.

5. Operational Support & Stakeholder Coordination

- Provide technical support to air traffic controllers, airport operations, maintenance teams, and IT departments.
- Coordinate system outages, upgrades, and change-management activities.
- Support operational continuity and emergency-response procedures.
- Communicate technical information clearly to non-technical stakeholders.

6. Research, Innovation & Technology Development

- Evaluate emerging technologies such as remote towers, AI-based decision tools, and digital-aviation platforms.
- Support long-term technology planning and modernization strategies.
- Conduct feasibility studies and cost-benefit analyses for new systems.
- Contribute to innovation initiatives and digital-transformation programs.

7. Documentation & Reporting

- Prepare technical reports, engineering analyses, and system-performance summaries.
- Maintain accurate records for regulatory compliance and internal governance.
- Support procurement documentation, RFPs, and technical evaluations.
- Contribute to engineering manuals, SOPs, and configuration-management systems.

Qualifications & Experience

Essential

- Bachelor's degree in electrical engineering, Electronics, Telecommunications, Computer Engineering, or related field.
- Experience with aviation systems such as CNS/ATM, airport IT, or operational-technology platforms.
- Strong understanding of ICAO standards, aviation-system requirements, and engineering principles.



- Proficiency in systems integration, troubleshooting, and technical analysis.
- Excellent problem-solving, communication, and documentation skills.

Preferred

- Experience with ANSPs, airports, or aviation-technology providers.
- Knowledge of ADS-B, radar systems, VHF/UHF communications, GNSS, or surveillance technologies.
- Familiarity with cybersecurity frameworks and network-engineering concepts.
- Certifications in project management, systems engineering, or aviation-technology domains.

Key Competencies

- Strong technical and analytical aptitude.
- High attention to detail and systems-thinking mindset.
- Effective communication and cross-functional collaboration.
- Ability to manage complex technical projects.
- Commitment to safety, reliability, and regulatory compliance.
- Adaptability to evolving technologies and operational needs.

Tools & Systems Knowledge

- CNS/ATM systems and monitoring tools.
- Network-engineering and cybersecurity platforms.
- Systems-integration and configuration-management tools.
- CAD, modeling, and simulation software.
- MS Office and technical-reporting tools.

Working Conditions

- Office-based with frequent visits to technical rooms, airside facilities, and control centers.
- Exposure to operational environments and mission-critical systems.
- Standard business hours with on-call availability for system issues or emergencies.
- Collaboration with engineers, controllers, IT teams, vendors, and regulators.

Role Impact



The Aviation Systems Engineer ensures the reliability, safety, and modernization of the technical systems that underpin aviation operations. By maintaining high-performance systems, supporting innovation, and ensuring regulatory compliance, this role directly contributes to operational safety, efficiency, and the long-term evolution of the aviation ecosystem.



8.95 — Flight Planning Software Specialist

Position Overview

The Flight Planning Software Specialist is responsible for configuring, maintaining, and optimizing the software systems used for flight planning, route optimization, fuel calculation, and operational control. This role supports airline operations control centers (OCC), dispatch teams, and flight crews by ensuring that flight-planning tools are accurate, reliable, and aligned with regulatory and operational requirements. The Flight Planning Software Specialist plays a key role in enhancing operational efficiency, safety, and cost-effectiveness through advanced aviation-software management.

Key Responsibilities

1. System Configuration & Optimization

- Configure and maintain flight-planning software, including aircraft performance profiles, route databases, and operational parameters.
- Ensure accurate modeling of aircraft types, payload limits, fuel policies, and performance data.
- Optimize system settings to improve route efficiency, fuel burn, and operational reliability.
- Support integration with weather systems, NOTAM feeds, and airspace-restriction databases.

2. Technical Support & Troubleshooting

- Provide real-time support to dispatchers, flight planners, and OCC personnel.
- Diagnose and resolve software issues, data discrepancies, and system errors.
- Coordinate with IT teams and software vendors to address technical problems.
- Maintain system uptime and ensure continuity of flight-planning operations.

3. Data Management & Quality Assurance

- Manage and validate aeronautical data, including navigation databases, airspace structures, and airport information.
- Ensure compliance with AIRAC cycles and timely updates of system data.
- Conduct quality checks on flight plans, fuel calculations, and routing outputs.
- Monitor system performance and identify areas for improvement.

4. Regulatory Compliance & Standards



- Ensure flight-planning outputs comply with ICAO, EASA/FAA, and national regulatory requirements.
- Support adherence to ETOPS, RVSM, PBN, and other specialized operational standards.
- Maintain documentation for audits, inspections, and regulatory reviews.
- Implement updates based on regulatory changes or operational directives.

5. User Training & Support

- Train dispatchers, flight planners, and OCC staff on system functionality and best practices.
- Develop user guides, training materials, and reference documentation.
- Provide ongoing coaching to improve user proficiency and reduce operational errors.
- Support onboarding of new staff and system-enhancement rollouts.

6. System Integration & Development

- Support integration of flight-planning software with other operational systems, including:
 - Crew management
 - Weight and balance
 - Weather platforms
 - EFB (Electronic Flight Bag) applications
- Participate in system-upgrade projects, testing, and acceptance procedures.
- Collaborate with vendors on feature enhancements and customizations.

7. Operational Analysis & Reporting

- Analyse flight-planning performance metrics such as fuel efficiency, routing trends, and delay impacts.
- Provide insights to operations leadership on optimization opportunities.
- Support cost-saving initiatives through improved routing, fuel policies, and system enhancements.
- Prepare technical reports and performance dashboards.

Qualifications & Experience



Essential

- Bachelor's degree in aviation, Computer Science, Engineering, or related field.
- Experience with flight-planning systems (e.g., Lido/Flight, Jeppesen, Sabre, Rocket Route, or equivalent).
- Strong understanding of flight operations, dispatch procedures, and aircraft performance.
- Technical proficiency in software configuration, data management, and troubleshooting.
- Excellent analytical, communication, and problem-solving skills.

Preferred

- Experience in an airline OCC, ANSP, or aviation-software provider.
- Knowledge of ICAO flight-planning standards (FPL, ATS messages, NOTAMs).
- Familiarity with scripting, automation, or database tools.
- Certifications in flight operations, dispatch, or systems engineering.

Key Competencies

- Strong technical and analytical aptitude.
- High attention to detail and data accuracy.
- Effective communication and cross-functional collaboration.
- Ability to manage complex systems in time-critical environments.
- Proactive approach to problem-solving and optimization.
- Commitment to safety, reliability, and regulatory compliance.

Tools & Systems Knowledge

- Flight-planning platforms (Lido, Jeppesen, Sabre, etc.).
- Weather and NOTAM systems.
- Data-management and configuration tools.
- Integration platforms and API-based systems.
- MS Office and analytical/reporting tools.

Working Conditions



- Office-based, typically within an airline OCC or technical-operations environment.
- Fast-paced operational setting requiring responsiveness and accuracy.
- Standard business hours with occasional on-call support for system issues.
- Collaboration with dispatchers, pilots, IT teams, and software vendors.

Role Impact

The Flight Planning Software Specialist ensures that flight-planning systems operate with precision, reliability, and regulatory compliance. By optimizing routes, improving fuel efficiency, and supporting operational decision-making, this role directly contributes to flight safety, cost control, and the overall performance of airline operations.



8.96 — Airline IT Support Engineer

Position Overview

The Airline IT Support Engineer is responsible for maintaining, troubleshooting, and optimizing the information-technology systems that support airline operations, including reservation systems, departure-control systems (DCS), operational control systems (OCC), crew-management platforms, and airport-based IT infrastructure. This role ensures high system availability, rapid incident response, and seamless integration between operational, commercial, and customer-facing technologies. The Airline IT Support Engineer plays a vital role in supporting safe, efficient, and reliable airline operations.

Key Responsibilities

1. Technical Support & Incident Management

- Provide first- and second-level support for airline IT systems, including DCS, reservation systems, EFB platforms, and OCC tools.
- Diagnose and resolve hardware, software, and network issues affecting operational continuity.
- Respond to system outages, performance degradation, and user-reported incidents.
- Coordinate with vendors and internal IT teams to escalate and resolve complex issues.

2. Operational Systems Maintenance

- Maintain and monitor mission-critical systems such as:
 - Flight-planning and dispatch systems
 - Crew-management and rostering tools
 - Baggage-handling and load-control systems
 - Airport check-in and boarding systems
- Ensure system updates, patches, and configurations are applied safely and on schedule.
- Support integration between airline systems and airport/ANSP platforms.

3. Infrastructure & Network Support

- Support airline IT infrastructure including servers, workstations, network equipment, and communication systems.



- Monitor network performance and ensure secure, reliable connectivity between stations, hubs, and data centers.
- Assist with Wi-Fi, VPN, and remote-access solutions for operational staff and flight crews.
- Maintain hardware in airport operational areas (gates, counters, lounges, ramp offices).

4. User Support & Training

- Provide technical assistance to dispatchers, pilots, cabin crew, airport agents, and OCC personnel.
- Train staff on new systems, tools, and IT best practices.
- Develop user guides, troubleshooting instructions, and reference materials.
- Support onboarding of new employees and system rollouts.

5. System Monitoring & Performance Optimization

- Monitor system logs, alerts, and performance dashboards.
- Identify recurring issues and recommend long-term solutions.
- Conduct preventive maintenance to reduce downtime and operational disruptions.
- Support continuous improvement initiatives to enhance system reliability and efficiency.

6. Cybersecurity & Compliance

- Implement cybersecurity controls and ensure compliance with airline IT-security policies.
- Support vulnerability assessments, access-control management, and incident-response procedures.
- Ensure systems comply with regulatory requirements (e.g., data protection, operational security).
- Maintain secure configurations and monitor for unauthorized access.

7. Project Support & System Upgrades

- Assist with deployment of new IT systems, software upgrades, and infrastructure enhancements.
- Participate in testing, validation, and acceptance of new technologies.
- Coordinate with vendors, airport authorities, and internal teams during implementation.



- Document system changes and maintain configuration records.

8. Documentation & Reporting

- Maintain accurate records of incidents, resolutions, and system changes.
- Prepare technical reports and performance summaries for management.
- Support audits, compliance reviews, and operational reporting.
- Ensure documentation meets internal and regulatory standards.

Qualifications & Experience

Essential

- Bachelor's degree in information technology, Computer Science, Engineering, or related field.
- Experience in IT support, systems administration, or technical operations.
- Strong understanding of airline operational systems (DCS, reservations, OCC tools).
- Proficiency in troubleshooting hardware, software, and network issues.
- Excellent communication, analytical, and problem-solving skills.

Preferred

- Experience in an airline, airport, or aviation-technology environment.
- Familiarity with flight-operations systems, EFB platforms, or crew-management tools.
- Knowledge of ITIL practices, cybersecurity frameworks, or cloud technologies.
- Certifications such as CompTIA, Cisco, Microsoft, or similar.

Key Competencies

- Strong technical aptitude and troubleshooting ability.
- High attention to detail and operational awareness.
- Effective communication and user-support skills.
- Ability to work under pressure in time-critical environments.
- Proactive, solution-oriented mindset.
- Commitment to safety, reliability, and service excellence.

Tools & Systems Knowledge

- Airline operational systems (DCS, reservations, OCC platforms).



- Network-monitoring and diagnostic tools.
- Windows/Linux administration tools.
- Ticketing and incident-management systems.
- MS Office and technical-documentation tools.

Working Conditions

- Office-based with frequent presence in airport operational areas (gates, counters, ramp offices).
- Fast-paced environment requiring rapid response to operational issues.
- Shift work or on-call availability depending on airline operations.
- Collaboration with IT teams, dispatchers, pilots, airport staff, and vendors.

Role Impact

The Airline IT Support Engineer ensures that the digital backbone of airline operations runs smoothly. By maintaining mission-critical systems, supporting operational staff, and resolving issues quickly, this role directly contributes to flight safety, on-time performance, and customer satisfaction.



8.97 — Avionics Software Developer

Position Overview

The Avionics Software Developer designs, develops, tests, and certifies embedded software used in aircraft avionics systems. This includes flight-control computers, navigation systems, communication systems, engine-control units, and safety-critical onboard applications. The role requires strict adherence to aviation software-development standards (such as DO-178C), rigorous testing methodologies, and close collaboration with systems engineers, hardware engineers, and certification authorities. The Avionics Software Developer plays a vital role in ensuring the reliability, safety, and performance of aircraft systems.

Key Responsibilities

1. Software Design & Development

- Develop embedded software for avionics systems using C, C++, Ada, or other safety-critical languages.
- Translate system requirements and design specifications into robust, certifiable code.
- Implement real-time, deterministic software architectures for mission-critical functions.
- Support development of low-level drivers, middleware, and application-layer logic.

2. Requirements Engineering & Documentation

- Analyze system and hardware requirements to derive software requirements.
- Produce detailed design documents, interface control documents (ICDs), and traceability matrices.
- Ensure full compliance with DO-178C objectives and software-development lifecycle processes.
- Participate in design reviews, code reviews, and requirements validation.

3. Verification, Validation & Testing

- Develop and execute unit tests, integration tests, and hardware-in-the-loop (HIL) tests.
- Use test harnesses, simulators, and automated test frameworks for verification.
- Document test results and support certification audits.
- Identify, troubleshoot, and resolve software defects and performance issues.



4. Certification & Compliance

- Ensure all software meets DO-178C, ARP4754A, and other applicable aviation standards.
- Prepare certification artifacts including plans, standards, test reports, and traceability documentation.
- Collaborate with certification authorities, DERs, and quality-assurance teams.
- Support audits, conformity inspections, and regulatory reviews.

5. Systems Integration & Collaboration

- Work closely with avionics systems engineers, hardware engineers, and FPGA/ASIC teams.
- Support integration of software with sensors, actuators, communication buses, and aircraft networks.
- Participate in system-level testing, flight-test support, and troubleshooting.
- Ensure compatibility with ARINC 429, ARINC 664, CAN, AFDX, and other avionics protocols.

6. Continuous Improvement & Innovation

- Evaluate emerging technologies such as model-based development (MBD), AI-assisted tools, and advanced simulation environments.
- Contribute to process improvements, automation, and toolchain optimization.
- Support long-term product evolution and next-generation avionics architectures.

7. Configuration Management & Version Control

- Maintain strict configuration control of software baselines.
- Use version-control systems (Git, SVN) and issue-tracking tools.
- Ensure reproducibility, traceability, and integrity of all software artifacts.

Qualifications & Experience

Essential

- Bachelor's degree in computer engineering, Electrical Engineering, Software Engineering, or related field.
- Experience in embedded software development, preferably in safety-critical environments.
- Strong proficiency in C, C++, Ada, or similar languages.



- Understanding of real-time operating systems (RTOS) and embedded architectures.
- Familiarity with DO-178C processes and aviation-software certification requirements.

Preferred

- Experience with avionics systems, aircraft electronics, or aerospace engineering.
- Knowledge of ARINC standards, MIL-STD protocols, or aircraft data buses.
- Experience with model-based development tools (Simulink, SCADE).
- Certifications in safety-critical software engineering or aviation systems.
- Experience with HIL test benches, simulators, or flight-test environments.

Key Competencies

- Strong analytical and problem-solving skills.
- High attention to detail and commitment to safety.
- Ability to work within structured, process-driven environments.
- Effective communication and cross-disciplinary collaboration.
- Adaptability to evolving technologies and certification requirements.
- Strong documentation and traceability discipline.

Tools & Systems Knowledge

- Embedded development environments and cross-compilers.
- RTOS platforms and avionics processors.
- DO-178C toolchains and verification tools.
- Version-control and configuration-management systems.
- Simulation, debugging, and HIL testing tools.

Working Conditions

- Office-based with regular work in labs, integration facilities, and test environments.
- Collaboration with multidisciplinary engineering teams.
- Standard business hours with flexibility during testing or certification milestones.
- Occasional travel for integration, testing, or certification activities.

Role Impact



The Avionics Software Developer ensures that the software controlling aircraft systems is safe, reliable, and compliant with the highest aviation standards. By developing robust, certifiable code and supporting system integration, this role directly contributes to flight safety, aircraft performance, and the advancement of modern aviation technology.



8.98 — Data Analyst (Aviation)

Position Overview

The Data Analyst (Aviation) is responsible for collecting, analyzing, and interpreting aviation-related data to support operational decision-making, safety performance, regulatory compliance, and strategic planning. This role works with large datasets from flight operations, airport systems, air traffic management, maintenance records, and commercial platforms. The Data Analyst transforms raw data into actionable insights, dashboards, and reports that enhance efficiency, safety, and business performance across the aviation ecosystem.

Key Responsibilities

1. Data Collection & Management

- Gather data from multiple aviation sources including flight-operations systems, airport databases, ATC feeds, maintenance systems, and commercial platforms.
- Ensure data integrity, accuracy, and completeness through validation and quality-control processes.
- Maintain structured datasets, data dictionaries, and metadata repositories.
- Support automation of data pipelines and ETL processes.

2. Data Analysis & Insight Generation

- Analyze operational data such as flight delays, fuel burn, on-time performance, safety reports, and passenger flows.
- Identify trends, patterns, and anomalies to support operational improvements.
- Conduct statistical analyses, forecasting, and performance modelling.
- Provide insights to operations, safety, commercial, and planning teams.

3. Reporting & Dashboard Development

- Develop dashboards and visualizations using tools such as Power BI, Tableau, or Qlik.
- Produce regular performance reports for leadership, regulators, and operational teams.
- Present findings clearly and concisely to technical and non-technical audiences.
- Support KPI development and performance-monitoring frameworks.

4. Safety & Regulatory Support

- Analyze safety-related data including incident reports, SMS indicators, and risk assessments.



- Support compliance with ICAO, EASA/FAA, and national reporting requirements.
- Contribute to safety-trend analysis, hazard identification, and risk-mitigation initiatives.
- Assist in preparing data for audits, inspections, and regulatory submissions.

5. Operational Efficiency & Optimization

- Evaluate flight-operations data to identify opportunities for fuel savings, route optimization, and improved aircraft utilization.
- Analyse airport-operations data to support capacity planning, resource allocation, and passenger-flow optimization.
- Support maintenance and reliability analysis using aircraft health-monitoring data.
- Provide data-driven recommendations to improve operational performance.

6. Collaboration & Stakeholder Engagement

- Work closely with operations, safety, engineering, commercial, and IT teams.
- Support cross-functional projects requiring data analysis and modelling.
- Collaborate with external partners such as airports, ANSPs, and regulatory authorities.
- Communicate complex analytical findings in clear, actionable terms.

7. Innovation & Advanced Analytics

- Explore advanced analytics techniques including machine learning, predictive modelling, and automation.
- Support digital-transformation initiatives and data-strategy development.
- Evaluate new data sources such as ADS-B, ACARS, and IoT sensor data.
- Contribute to continuous improvement of data tools, processes, and methodologies.

Qualifications & Experience

Essential

- Bachelor's degree in data science, Statistics, Aviation Management, Engineering, Computer Science, or related field.
- Experience in data analysis, business intelligence, or analytics roles.
- Strong proficiency in data-analysis tools (Excel, SQL, Python, R).
- Ability to interpret complex datasets and communicate insights effectively.



- Strong analytical, problem-solving, and visualization skills.

Preferred

- Experience in aviation operations, airport analytics, or airline performance analysis.
- Familiarity with aviation data sources (ADS-B, flight-operations systems, safety databases).
- Experience with BI tools such as Power BI, Tableau, or Qlik.
- Knowledge of machine learning, predictive analytics, or statistical modeling.
- Understanding of ICAO, EASA/FAA, or national aviation-performance frameworks.

Key Competencies

- Strong analytical and quantitative skills.
- High attention to detail and data accuracy.
- Effective communication and visualization abilities.
- Ability to work with cross-functional teams.
- Curiosity and a proactive approach to problem-solving.
- Ability to manage multiple projects in a fast-paced environment.

Tools & Systems Knowledge

- SQL databases and data-warehouse platforms.
- Python, R, or other analytical programming languages.
- BI and visualization tools (Power BI, Tableau, Qlik).
- Aviation-specific data sources and operational systems.
- MS Office and reporting tools.

Working Conditions

- Office-based with collaboration across operational and technical departments.
- Standard business hours with flexibility for project deadlines.
- Occasional travel for meetings, training, or cross-organizational projects.
- Interaction with airline, airport, ANSP, and regulatory stakeholders.

Role Impact



The Data Analyst (Aviation) transforms data into actionable intelligence that drives safety, efficiency, and strategic growth. By enabling evidence-based decision-making, this role strengthens operational performance, enhances regulatory compliance, and supports the long-term evolution of the aviation sector.



8.99 — Digital Transformation Manager (Airline/Airport)

Position Overview

The Digital Transformation Manager leads the planning, execution, and governance of digital-innovation initiatives across an airline or airport. This role drives modernization of operational systems, customer-experience platforms, data-analytics capabilities, and enterprise technologies. The Digital Transformation Manager works across departments to identify digital opportunities, implement new technologies, streamline processes, and ensure alignment with organizational strategy. This role is central to enabling efficiency, resilience, and competitiveness in an increasingly digital aviation ecosystem.

Key Responsibilities

1. Digital Strategy & Roadmap Development

- Develop and maintain the organization's digital-transformation strategy aligned with corporate goals.
- Identify digital opportunities across operations, customer experience, safety, and commercial functions.
- Define multi-year roadmaps for technology adoption, process automation, and data-driven decision-making.
- Benchmark against industry best practices and emerging aviation technologies.

2. Project Leadership & Implementation

- Lead cross-functional digital-transformation projects from concept to deployment.
- Oversee implementation of new systems such as:
 - Airport self-service technologies (CUSS, biometrics, e-gates)
 - Airline operational systems (OCC platforms, EFB, crew tools)
 - Data-analytics and AI solutions
 - Cloud migration and cybersecurity enhancements
- Manage project timelines, budgets, risks, and stakeholder expectations.
- Ensure successful change management and user adoption.

3. Process Optimization & Automation

- Analyze operational workflows to identify inefficiencies and digital-improvement opportunities.
- Implement automation solutions such as RPA, AI-based decision tools, and predictive analytics.



- Support lean-process redesign in areas such as passenger processing, baggage handling, maintenance, and flight operations.
- Measure and report on process-improvement outcomes.

4. Technology Evaluation & Innovation

- Evaluate emerging technologies including biometrics, IoT, digital twins, AI/ML, and advanced analytics.
- Conduct feasibility studies, pilot programs, and proof-of-concept initiatives.
- Collaborate with vendors, startups, and technology partners.
- Recommend scalable solutions that enhance operational efficiency and customer experience.

5. Data Governance & Digital Maturity

- Support development of enterprise data strategies, governance frameworks, and analytics capabilities.
- Promote data quality, accessibility, and responsible data use.
- Enable digital maturity across departments through training, standards, and best practices.
- Foster a culture of innovation and continuous improvement.

6. Stakeholder Engagement & Cross-Functional Collaboration

- Work closely with operations, IT, commercial, safety, and customer-experience teams.
- Facilitate workshops, design sessions, and digital-innovation forums.
- Communicate digital-transformation progress to leadership and stakeholders.
- Align digital initiatives with regulatory requirements and industry standards.

7. Vendor & Partner Management

- Manage relationships with technology vendors, integrators, and consultants.
- Support procurement processes, RFP development, and contract negotiations.
- Ensure vendor performance meets service-level and project-delivery expectations.

8. Performance Measurement & Reporting

- Define KPIs for digital-transformation initiatives.
- Track progress, benefits, and ROI of digital projects.



- Prepare executive reports, dashboards, and strategic updates.
- Recommend adjustments to strategy based on performance insights.

Qualifications & Experience

Essential

- Bachelor's degree in business, IT, Engineering, Aviation Management, or related field.
- Experience in digital-transformation, technology implementation, or innovation roles.
- Strong understanding of aviation operations (airline, airport, or ANSP).
- Proven ability to lead cross-functional projects and manage change.
- Excellent communication, analytical, and problem-solving skills.

Preferred

- Master's degree in digital Transformation, Technology Management, or MBA.
- Experience with aviation-specific systems (DCS, AODB, OCC platforms, EFB, biometrics).
- Knowledge of cloud technologies, cybersecurity, and enterprise architecture.
- Certifications in project management (PMP, PRINCE2), agile methodologies, or ITIL.
- Experience with AI/ML, RPA, or data-analytics platforms.

Key Competencies

- Strategic and innovative mindset.
- Strong leadership and stakeholder-management skills.
- High adaptability and comfort with fast-paced change.
- Excellent communication and facilitation abilities.
- Analytical thinking with a focus on measurable outcomes.
- Commitment to safety, efficiency, and customer-centric design.

Tools & Systems Knowledge

- Digital-transformation and project-management tools.
- Aviation operational systems (AODB, DCS, OCC, EFB).
- BI and analytics platforms (Power BI, Tableau).



- Cloud platforms and integration tools.
- Collaboration and workflow-automation tools.

Working Conditions

- Office-based with regular interaction across operational and technical departments.
- Occasional presence in airport operational areas or airline OCC environments.
- Standard business hours with flexibility for project milestones or system deployments.
- Collaboration with vendors, regulators, and industry partners.

Role Impact

The Digital Transformation Manager accelerates the modernization of aviation operations, enabling safer, more efficient, and more customer-centric services. By driving innovation, optimizing processes, and integrating advanced technologies, this role shapes the future of the airline or airport and strengthens its competitive position in a rapidly evolving industry.



8.100 — Cybersecurity Specialist (Aviation)

Position Overview

The Cybersecurity Specialist (Aviation) is responsible for protecting aviation systems, networks, and digital infrastructure from cyber threats. This includes safeguarding mission-critical systems such as air traffic management (ATM), airline operational systems, airport IT platforms, and aircraft-connected technologies. The role involves monitoring cyber risks, implementing security controls, responding to incidents, and ensuring compliance with aviation-specific cybersecurity standards. The Cybersecurity Specialist plays a vital role in maintaining the safety, reliability, and resilience of the aviation ecosystem.

Key Responsibilities

1. Cybersecurity Monitoring & Threat Detection

- Monitor aviation networks, systems, and applications for cyber threats, anomalies, and vulnerabilities.
- Use SIEM tools, intrusion-detection systems, and threat-intelligence feeds to identify risks.
- Analyze cyber events affecting operational systems such as AODB, DCS, OCC platforms, and CNS/ATM systems.
- Conduct regular vulnerability scans and penetration testing.

2. Incident Response & Recovery

- Lead or support cybersecurity incident-response activities.
- Investigate security breaches, malware infections, and unauthorized access attempts.
- Coordinate containment, eradication, and recovery actions with IT and operational teams.
- Document incidents and prepare post-incident reports with lessons learned.

3. Security Architecture & System Hardening

- Implement cybersecurity controls for aviation systems, including:
 - Airport operational systems (AODB, BHS, CUTE/CUSS)
 - Airline systems (OCC, crew management, EFB platforms)
 - ANSP systems (CNS/ATM, surveillance, communication networks)
- Harden servers, endpoints, networks, and cloud environments.



- Support secure configuration of firewalls, access controls, and encryption mechanisms.

4. Compliance & Regulatory Alignment

- Ensure compliance with aviation cybersecurity frameworks such as:
 - ICAO Annex 17 and Cybersecurity Strategy
 - EASA Part-IS
 - FAA and national cybersecurity regulations
 - ISO 27001 and NIST standards
- Prepare documentation for audits, inspections, and regulatory reviews.
- Support risk assessments and cybersecurity components of safety-management systems (SMS).

5. Risk Assessment & Security Governance

- Conduct cybersecurity risk assessments for operational and IT systems.
- Evaluate third-party risks, vendor integrations, and supply-chain vulnerabilities.
- Develop cybersecurity policies, procedures, and best-practice guidelines.
- Support enterprise risk-management and digital-governance initiatives.

6. Aviation-Specific System Protection

- Secure interfaces between aircraft and ground systems (ACARS, EFB, maintenance data).
- Protect airport OT systems such as baggage handling, access control, and CCTV.
- Support cybersecurity for remote towers, ADS-B, and digital-aviation platforms.
- Evaluate cyber risks associated with UAS/UAM operations and emerging technologies.

7. Training & Awareness

- Conduct cybersecurity awareness training for operational and administrative staff.
- Provide specialized training for dispatchers, controllers, pilots, and airport personnel.
- Promote a strong cybersecurity culture across the organization.

8. Collaboration & Stakeholder Engagement

- Work closely with IT, operations, engineering, safety, and regulatory teams.



- Coordinate with national cybersecurity agencies, CERTs, and aviation-industry groups.
- Participate in cybersecurity exercises, simulations, and industry forums.
- Support cross-functional digital-transformation and resilience initiatives.

Qualifications & Experience

Essential

- Bachelor's degree in Cybersecurity, Computer Science, Information Technology, or related field.
- Experience in cybersecurity operations, incident response, or security engineering.
- Strong understanding of network security, system hardening, and threat analysis.
- Familiarity with aviation operational systems and critical-infrastructure environments.
- Excellent analytical, investigative, and communication skills.

Preferred

- Experience in an airline, airport, ANSP, or aviation-technology environment.
- Certifications such as CISSP, CISM, CEH, CompTIA Security+, or GIAC.
- Knowledge of aviation cybersecurity frameworks (ICAO, EASA Part-IS, NIST CSF).
- Experience with SIEM tools, penetration testing, or OT/ICS security.
- Understanding of cloud security, identity management, and zero-trust architectures.

Key Competencies

- Strong analytical and problem-solving skills.
- High attention to detail and risk awareness.
- Effective communication and cross-functional collaboration.
- Ability to work under pressure during cyber incidents.
- Proactive, security-focused mindset.
- Commitment to safety, resilience, and regulatory compliance.

Tools & Systems Knowledge

- SIEM and threat-detection platforms.
- Vulnerability-scanning and penetration-testing tools.



- Network-security and endpoint-protection systems.
- Aviation-specific IT and OT systems.
- Incident-management and reporting tools.

Working Conditions

- Office-based with regular interaction across operational and technical departments.
- Occasional presence in airport operational areas, data centers, or control rooms.
- On-call availability for cybersecurity incidents.
- Collaboration with regulators, cybersecurity agencies, and industry partners.

Role Impact

The Cybersecurity Specialist (Aviation) protects the digital backbone of the aviation ecosystem. By defending critical systems from cyber threats, strengthening resilience, and ensuring regulatory compliance, this role directly contributes to aviation safety, operational continuity, and public trust.



8.101 — Airport Systems Administrator (AODB, RMS, FIDS)

Position Overview

The Airport Systems Administrator is responsible for managing, maintaining, and optimizing the core operational systems that support airport operations. These include the Airport Operational Database (AODB), Resource Management System (RMS), Flight Information Display System (FIDS), and other mission-critical platforms. The role ensures system reliability, data accuracy, and seamless integration across airport departments, airlines, ground handlers, and air navigation service providers. The Airport Systems Administrator plays a key role in enabling efficient, safe, and coordinated airport operations.

Key Responsibilities

1. System Administration & Maintenance

- Administer and maintain AODB, RMS, FIDS, and related airport-operations systems.
- Ensure system availability, performance, and reliability in 24/7 operational environments.
- Apply updates, patches, and configuration changes in accordance with change-management procedures.
- Monitor system health, logs, and alerts to proactively address issues.

2. Data Management & Quality Assurance

- Manage flight schedules, operational data, and resource-allocation parameters within the AODB.
- Ensure accuracy of flight information, gate assignments, stand allocations, and operational messages.
- Validate data feeds from airlines, ANSPs, and airport partners.
- Support AIRAC updates and integration of new data sources.

3. Resource Management & Operational Support

- Configure and maintain RMS rules for gates, stands, check-in counters, baggage belts, and other airport resources.
- Support airport operations teams with real-time resource-allocation adjustments.
- Optimize resource-allocation logic to improve efficiency and reduce delays.



- Provide operational support during irregular operations (IRROPS).

4. FIDS Administration & Display Management

- Manage FIDS content, templates, and display configurations.
- Ensure accurate and timely display of flight information across terminals.
- Coordinate with airport operations, airlines, and terminal management for display updates.
- Support integration with public-address systems and wayfinding technologies.

5. System Integration & Technical Coordination

- Maintain interfaces between AODB, RMS, FIDS, and other systems such as:
 - BHS (Baggage Handling System)
 - A-CDM platforms
 - Airport security systems
 - Airline DCS and OCC systems
- Troubleshoot integration issues and coordinate with vendors and IT teams.
- Support API-based and message-based data exchanges (AIDX, IATA standards).

6. User Support & Training

- Provide technical support to airport operations, airlines, ground handlers, and terminal staff.
- Train users on system functionality, workflows, and best practices.
- Develop user guides, SOPs, and reference materials.
- Support onboarding of new system users.

7. Incident Management & Troubleshooting

- Respond to system incidents affecting airport operations.
- Diagnose and resolve issues related to data, configuration, or system performance.
- Coordinate with vendors for escalated support.
- Document incidents and implement preventive measures.

8. Security, Compliance & Governance

- Ensure systems comply with cybersecurity, data-protection, and regulatory requirements.



- Support audits, inspections, and operational-readiness reviews.
- Maintain configuration records, access controls, and system documentation.
- Participate in business-continuity and disaster-recovery planning.

9. Continuous Improvement & Innovation

- Identify opportunities to enhance system functionality and operational efficiency.
- Support digital-transformation initiatives such as biometrics, mobile FIDS, and predictive analytics.
- Participate in system-upgrade projects, testing, and acceptance procedures.
- Evaluate new technologies and recommend improvements.

Qualifications & Experience

Essential

- Bachelor's degree in information technology, Computer Science, Aviation Management, or related field.
- Experience with airport operational systems (AODB, RMS, FIDS, or similar).
- Strong understanding of airport operations, flight schedules, and resource management.
- Proficiency in system administration, troubleshooting, and data management.
- Excellent communication and problem-solving skills.

Preferred

- Experience in an airport IT or operations-technology environment.
- Familiarity with A-CDM, AIDX messaging, and IATA/ICAO data standards.
- Knowledge of SQL, scripting, or system-integration tools.
- Certifications in ITIL, system administration, or airport-technology platforms.

Key Competencies

- Strong technical aptitude and operational awareness.
- High attention to detail and data accuracy.
- Effective communication and cross-functional collaboration.
- Ability to work under pressure in time-critical environments.
- Proactive, solution-oriented mindset.



- Commitment to safety, reliability, and service excellence.

Tools & Systems Knowledge

- AODB, RMS, FIDS platforms (Amadeus, SITA, INFORM, RESA, or equivalent).
- Airport-operations systems (A-CDM, BHS, DCS, AODB interfaces).
- SQL, scripting, and system-monitoring tools.
- Incident-management and ticketing systems.
- MS Office and technical-documentation tools.

Working Conditions

- Office-based with frequent presence in airport operational areas (terminal, apron, control rooms).
- Fast-paced environment requiring rapid response to operational issues.
- Shift work or on-call availability depending on airport operations.
- Collaboration with IT teams, airport operations, airlines, and vendors.

Role Impact

The Airport Systems Administrator ensures the smooth functioning of the digital systems that power airport operations. By maintaining accurate data, reliable systems, and seamless coordination, this role directly contributes to operational efficiency, passenger experience, and airport performance.



8.102 — Aviation Instructor (Ground School)

Position Overview

The Aviation Instructor (Ground School) delivers high-quality theoretical instruction to pilots, cabin crew, dispatchers, and other aviation personnel. This role ensures that students acquire the knowledge required to meet regulatory standards, pass examinations, and perform safely and effectively in operational environments. The Aviation Instructor develops lesson plans, delivers classroom and digital instruction, evaluates student performance, and maintains compliance with national aviation-training regulations and ICAO standards. The role is central to building competent, safety-focused aviation professionals.

Key Responsibilities

1. Ground School Instruction

- Deliver classroom and virtual instruction in accordance with approved training syllabi.
- Teach core aviation subjects such as:
 - Air law
 - Aircraft general knowledge
 - Meteorology
 - Navigation
 - Human performance
 - Flight planning and performance
 - Operational procedures
 - Communications
- Adapt teaching methods to diverse learning styles and experience levels.
- Ensure training aligns with ICAO, EASA/FAA, and national regulatory requirements.

2. Curriculum Development & Lesson Planning

- Develop and update lesson plans, presentations, and training materials.
- Ensure content reflects current regulations, industry best practices, and technological developments.
- Participate in periodic syllabus reviews and training-program improvements.
- Integrate case studies, real-world scenarios, and safety lessons into instruction.



3. Student Assessment & Evaluation

- Conduct written exams, quizzes, oral assessments, and progress evaluations.
- Provide constructive feedback to support student learning and performance improvement.
- Identify students requiring additional support and provide remedial instruction.
- Maintain accurate training records and assessment documentation.

4. Regulatory Compliance & Quality Assurance

- Ensure all training activities comply with national aviation-training regulations and approved training organization (ATO) requirements.
- Support audits, inspections, and quality-assurance reviews.
- Maintain instructor qualifications, recurrent training, and regulatory currency.
- Contribute to safety-management system (SMS) activities within the training organization.

5. Training Technology & Learning Tools

- Use modern training technologies such as CBT (computer-based training), LMS platforms, and simulation tools.
- Support digital-learning initiatives and blended-learning environments.
- Ensure training materials are accessible, accurate, and up to date.

6. Student Support & Mentorship

- Provide academic guidance and mentorship to trainees.
- Foster a positive learning environment that encourages professionalism and safety culture.
- Support students preparing for regulatory exams and operational training phases.

7. Collaboration & Continuous Improvement

- Work closely with flight instructors, training managers, and operational departments.
- Participate in instructor meetings, standardization sessions, and professional-development activities.
- Contribute to continuous improvement of training programs and instructional methods.

Qualifications & Experience

Essential



- Relevant aviation qualification such as CPL/ATPL theory credit, dispatcher license, or equivalent technical background.
- Experience in aviation operations, flight training, or technical instruction.
- Strong knowledge of ICAO theoretical-knowledge subjects.
- Excellent communication, presentation, and instructional skills.
- Ability to explain complex concepts clearly and effectively.

Preferred

- Instructor ratings or formal teaching qualifications.
- Experience in an ATO, airline training department, or aviation academy.
- Familiarity with CBT, LMS platforms, and digital-learning tools.
- Knowledge of EASA/FAA theoretical-knowledge requirements.
- Experience developing training materials or curricula.

Key Competencies

- Strong subject-matter expertise and instructional ability.
- Clear communication and engaging presentation style.
- Patience, empathy, and student-focused mindset.
- High attention to detail and regulatory awareness.
- Ability to motivate and mentor diverse learners.
- Commitment to safety, professionalism, and continuous learning.

Tools & Systems Knowledge

- Learning-management systems (LMS).
- CBT platforms and digital-training tools.
- Classroom-technology systems (projectors, smart boards, virtual-classroom tools).
- Exam-management and student-tracking systems.
- MS Office and instructional-design tools.

Working Conditions

- Classroom-based with occasional virtual-instruction sessions.
- Standard training hours with flexibility for course schedules and exam periods.
- Collaboration with flight instructors, training managers, and regulatory auditors.



- Professional, safety-focused training environment.

Role Impact

The Aviation Instructor (Ground School) shapes the next generation of aviation professionals. By delivering rigorous, engaging, and compliant theoretical training, this role ensures that students develop the knowledge foundation required for safe and effective performance in the aviation industry.



8.103 — Simulator Instructor

Here is a **full, polished, aviation-industry-standard Job Description for “8.103 — Simulator Instructor.”**

It reflects the technical, instructional, and regulatory expectations of modern flight-training organizations and fits seamlessly with the structure of the roles you’ve been building.

Position Overview

The Simulator Instructor delivers high-quality flight-simulation training to pilots in accordance with approved training programs and regulatory requirements. This role provides instruction in full-flight simulators (FFS), flight-training devices (FTD), and other synthetic-training environments. The Simulator Instructor evaluates pilot performance, reinforces standard operating procedures (SOPs), and ensures trainees develop the technical and non-technical skills required for safe and effective flight operations. The role is essential to maintaining pilot proficiency, operational safety, and regulatory compliance.

Key Responsibilities

1. Simulator Instruction & Training Delivery

Conduct simulator training sessions for initial, recurrent, upgrade, and proficiency training.

Deliver instruction on normal, abnormal, and emergency procedures.

Teach aircraft systems, automation management, flight-path control, and operational decision-making.

Reinforce CRM (Crew Resource Management), TEM (Threat and Error Management), and SOP adherence.

Adapt instruction to trainee experience levels and learning needs.

2. Training Session Preparation

Review training objectives, lesson plans, and simulator scenarios prior to each session.

Configure simulator settings, weather conditions, failures, and operational environments.

Ensure training devices are ready, functional, and aligned with training requirements.

Coordinate with simulator technicians for technical support.

3. Performance Evaluation & Assessment

Assess pilot performance using regulatory and organizational standards.

Conduct detailed debriefings with constructive feedback and performance insights.



Document trainee progress, strengths, and areas for improvement.

Complete training records, grading sheets, and regulatory documentation accurately.

4. Regulatory Compliance & Quality Assurance

Ensure all training activities comply with ICAO, EASA/FAA, and national aviation-training regulations.

Maintain instructor qualifications, recurrent training, and standardization requirements.

Participate in audits, inspections, and quality-assurance reviews.

Support safety-management system (SMS) activities within the training organization.

5. Scenario Development & Training Improvement

Contribute to the development and refinement of simulator scenarios and training syllabi.

Integrate real-world operational events, safety reports, and industry best practices.

Provide feedback to training management on curriculum effectiveness.

Support continuous improvement of training methodologies and instructional techniques.

6. Collaboration & Coordination

Work closely with ground-school instructors, line instructors, and training managers.

Coordinate with simulator technicians and maintenance teams to resolve technical issues.

Participate in instructor standardization meetings and professional-development activities.

Support alignment between simulator training and line-operations requirements.

7. Safety & Professionalism

Promote a strong safety culture and professional learning environment.

Model exemplary airmanship, communication, and decision-making.

Ensure training emphasizes operational discipline and risk awareness.

Qualifications & Experience

Essential

Commercial Pilot License (CPL) or Airline Transport Pilot License (ATPL) theory credit.



Strong knowledge of aircraft systems, flight operations, and SOPs.

Experience in flight operations, flight instruction, or simulator training.

Excellent communication, instructional, and debriefing skills.

Ability to explain complex concepts clearly and effectively.

Preferred

Type rating on the aircraft type used in the simulator.

Previous experience as a simulator instructor or line training captain.

Instructor or examiner qualifications (TRI, SFI, TRE, SFE).

Experience in an airline training department or ATO.

Familiarity with CBT, LMS platforms, and digital-training tools.

Key Competencies

Strong instructional and facilitation skills.

High technical proficiency and operational awareness.

Effective communication and interpersonal abilities.

Strong situational awareness and analytical thinking.

Ability to mentor and motivate trainees.

Commitment to safety, professionalism, and continuous learning.

Tools & Systems Knowledge

Full-flight simulators (FFS) and flight-training devices (FTD).

Simulator control stations and scenario-management tools.

Learning-management systems (LMS) and training-record systems.

CBT platforms and digital-training tools.

MS Office and instructional-design tools.

Working Conditions

Simulator-center environment with variable schedules, including nights and weekends.

Collaboration with instructors, technicians, and training managers.

High-focus environment requiring attention to detail and instructional discipline.

Occasional travel for training, standardization, or qualification activities.



Role Impact

The Simulator Instructor plays a critical role in developing and maintaining pilot proficiency. By delivering rigorous, realistic, and safety-focused simulator training, this role directly enhances flight safety, operational reliability, and the professional competence of flight crews.



8.104 — Type Rating Examiner (TRE)

Position Overview

The Type Rating Examiner (TRE) is a senior aviation professional authorized to conduct skill tests, proficiency checks, and assessments for pilots operating a specific aircraft type. This role ensures that pilots meet the highest standards of competence, safety, and regulatory compliance. The TRE evaluates technical knowledge, flying skills, decision-making, CRM, and adherence to SOPs in both simulator and aircraft environments. As a key figure in pilot certification and recurrent qualification, the TRE plays a critical role in maintaining operational safety and regulatory integrity.

Key Responsibilities

1. Conducting Skill Tests & Proficiency Checks

- Perform initial, recurrent, upgrade, and revalidation checks for pilots on the assigned aircraft type.
- Conduct assessments in full-flight simulators (FFS), flight-training devices (FTD), and aircraft as required.
- Evaluate pilot performance in normal, abnormal, and emergency scenarios.
- Ensure assessments meet ICAO, EASA/FAA, and national regulatory standards.

2. Pilot Competency Evaluation

- Assess technical proficiency, aircraft-systems knowledge, and operational decision-making.
- Evaluate CRM, TEM, communication, and adherence to SOPs.
- Identify strengths and areas requiring improvement, providing clear, constructive feedback.
- Ensure pilots demonstrate safe, consistent, and professional performance.

3. Regulatory Compliance & Documentation

- Complete all required examination reports, grading sheets, and certification documents.
- Ensure compliance with regulatory requirements for examiner conduct and recordkeeping.
- Maintain examiner authorization, recurrent training, and standardization.
- Support audits, inspections, and regulatory oversight activities.

4. Standardization & Quality Assurance

- Participate in examiner standardization meetings and training.



- Ensure consistent application of assessment standards across all evaluations.
- Provide feedback to training management on curriculum effectiveness and pilot-training trends.
- Support continuous improvement of training and checking programs.

5. Safety & Professionalism

- Promote a strong safety culture and professional learning environment.
- Model exemplary airmanship, judgment, and operational discipline.
- Ensure assessments emphasize risk management, situational awareness, and safe operating practices.
- Support safety-management system (SMS) initiatives within the training organization.

6. Collaboration & Coordination

- Work closely with training managers, simulator instructors, line training captains, and regulatory authorities.
- Coordinate with simulator technicians and training-device engineers to ensure readiness.
- Provide insights on pilot performance trends and operational issues.
- Support alignment between training, checking, and line-operations requirements.

Qualifications & Experience

Essential

- Airline Transport Pilot License (ATPL) with valid type rating on the relevant aircraft type.
- Extensive operational experience as a captain on the aircraft type.
- Strong knowledge of aircraft systems, SOPs, and airline operations.
- Excellent communication, instructional, and assessment skills.
- Authorization as a Type Rating Examiner (TRE) or equivalent national designation.

Preferred

- Experience as a Type Rating Instructor (TRI) or Simulator Instructor (SFI).
- Previous experience in airline training departments or ATOs.
- Familiarity with competency-based training and assessment (CBTA) methodologies.



- Experience with digital-training tools, LMS platforms, and simulator-scenario development.

Key Competencies

- Exceptional technical and operational expertise.
- Strong judgment, impartiality, and integrity.
- Effective communication and debriefing skills.
- High situational awareness and analytical thinking.
- Ability to mentor and motivate pilots.
- Commitment to safety, professionalism, and regulatory compliance.

Tools & Systems Knowledge

- Full-flight simulators (FFS) and flight-training devices (FTD).
- Simulator control stations and scenario-management tools.
- Training-record and certification-management systems.
- CBT platforms and digital-training tools.
- MS Office and documentation tools.

Working Conditions

- Simulator-center and training-facility environment with variable schedules.
- Occasional aircraft-based checking depending on regulatory requirements.
- Collaboration with instructors, examiners, technicians, and training managers.
- High-focus environment requiring precision, professionalism, and regulatory discipline.

Role Impact

The Type Rating Examiner ensures that pilots meet the highest standards of competence and safety. By conducting rigorous, fair, and standardized assessments, the TRE directly contributes to flight safety, operational excellence, and regulatory compliance across the aviation industry.



8.105 — Cabin Crew Trainer

Position Overview

The Cabin Crew Trainer delivers high-quality training to new and existing cabin crew members, ensuring they meet regulatory, safety, and service-excellence standards. This role provides instruction in safety procedures, emergency equipment, first aid, security, customer service, and airline-specific operational practices. The Cabin Crew Trainer develops training materials, conducts assessments, and ensures compliance with national aviation regulations and ICAO requirements. The role is essential to building confident, competent, and safety-focused cabin crew professionals.

Key Responsibilities

1. Training Delivery (Initial, Recurrent & Conversion)

- Deliver classroom, practical, and simulation-based training for cabin crew.
- Teach core subjects including:
 - Safety and emergency procedures (SEP)
 - Aircraft-type-specific equipment and exits
 - First aid and medical response
 - Firefighting and smoke-training drills
 - Security awareness and threat response
 - Dangerous goods (DG) awareness
 - Customer service and passenger-handling skills
- Conduct practical assessments in mock-ups, slides, rafts, and firefighting facilities.

2. Curriculum Development & Training Materials

- Develop and update lesson plans, presentations, manuals, and training aids.
- Ensure training content reflects current regulations, airline procedures, and industry best practices.
- Integrate real-world case studies, safety reports, and CRM/TEM principles.
- Support digital-learning initiatives and blended-learning environments.

3. Assessment & Competency Evaluation

- Conduct written exams, practical assessments, and competency-based evaluations.



- Assess crew performance in emergency scenarios, first-aid drills, and service-delivery exercises.
- Provide clear, constructive feedback to support trainee development.
- Identify trainees requiring additional support and deliver remedial training.

4. Regulatory Compliance & Quality Assurance

- Ensure all training complies with ICAO, EASA/FAA, and national aviation-training regulations.
- Maintain trainer qualifications, recurrent training, and standardization.
- Prepare and maintain accurate training records, assessment forms, and certification documents.
- Support audits, inspections, and quality-assurance reviews.

5. Safety Culture & Professional Standards

- Promote a strong safety culture and professional behavior among trainees.
- Reinforce SOPs, CRM, TEM, and airline-specific safety philosophies.
- Model exemplary communication, teamwork, and passenger-service standards.
- Support safety-management system (SMS) initiatives within the training organization.

6. Practical Training & Equipment Management

- Conduct hands-on training using:
 - Door and slide trainers
 - Firefighting simulators
 - Cabin mock-ups
 - Rafts and water-survival equipment
- Ensure training equipment is functional, safe, and properly configured.
- Coordinate with technical teams for maintenance and readiness.

7. Collaboration & Continuous Improvement

- Work closely with training managers, safety departments, and cabin-crew leadership.
- Participate in instructor standardization meetings and professional-development activities.
- Provide feedback on training effectiveness and operational trends.



- Contribute to continuous improvement of training programs and methodologies.

Qualifications & Experience

Essential

- Previous experience as a cabin crew member with strong operational background.
- In-depth knowledge of safety procedures, emergency equipment, and airline operations.
- Excellent communication, presentation, and instructional skills.
- Ability to conduct practical training in high-stress, safety-critical environments.
- Strong understanding of CRM, TEM, and passenger-service principles.

Preferred

- Formal instructor qualifications or regulatory approval as a Cabin Crew Instructor (CCI).
- Experience in an airline training department or ATO.
- Certifications in first aid, firefighting, or security training.
- Familiarity with CBT, LMS platforms, and digital-training tools.
- Experience developing training materials or curricula.

Key Competencies

- Strong instructional and facilitation skills.
- High safety awareness and operational discipline.
- Excellent communication and interpersonal abilities.
- Ability to motivate and mentor diverse learners.
- Calm, confident demeanor in emergency-training environments.
- Commitment to professionalism, service excellence, and continuous learning.

Tools & Systems Knowledge

- Cabin mock-ups, door trainers, slide/raft trainers.
- Firefighting simulators and first-aid training equipment.
- Learning-management systems (LMS) and CBT platforms.
- Training-record and certification-management systems.
- MS Office and instructional-design tools.



Working Conditions

- Training-center environment with classroom and practical-training facilities.
- Variable schedule depending on training programs and crew availability.
- Physical activity required during emergency-procedure training.
- Collaboration with instructors, safety teams, and regulatory auditors.

Role Impact

The Cabin Crew Trainer ensures that cabin crew are fully prepared to protect passenger safety, manage emergencies, and deliver exceptional service. By providing rigorous, engaging, and compliant training, this role directly contributes to operational safety, regulatory compliance, and the overall passenger experience.



8.106 — Maintenance Training Instructor

Position Overview

The Maintenance Training Instructor delivers high-quality technical training to aircraft maintenance engineers, technicians, and support personnel. This role ensures that trainees acquire the knowledge and competencies required to maintain aircraft safely, efficiently, and in full compliance with regulatory standards. The instructor develops training materials, conducts classroom and practical instruction, evaluates trainee performance, and ensures alignment with ICAO, EASA/FAA, and national maintenance-training requirements. This role is essential to building a skilled, safety-focused maintenance workforce.

Key Responsibilities

1. Technical Training Delivery

- Deliver initial, recurrent, and type-specific training for aircraft maintenance personnel.
- Teach core subjects such as:
 - Aircraft systems and structures
 - Powerplant and avionics fundamentals
 - Human factors and maintenance resource management (MRM)
 - Maintenance practices and procedures
 - Safety and regulatory compliance
 - Troubleshooting and fault-isolation techniques
- Conduct practical training in workshops, hangars, and training labs.

2. Curriculum Development & Training Materials

- Develop and update lesson plans, presentations, manuals, and training aids.
- Ensure training content reflects current regulations, manufacturer data, and industry best practices.
- Integrate real-world case studies, safety reports, and maintenance-error trends.
- Support digital-learning initiatives and blended-learning environments.

3. Assessment & Competency Evaluation

- Conduct written exams, oral assessments, and practical skill evaluations.
- Assess trainee competence in maintenance tasks, troubleshooting, and safety procedures.



- Provide constructive feedback and identify areas requiring additional support.
- Maintain accurate training records, assessment forms, and certification documents.

4. Regulatory Compliance & Quality Assurance

- Ensure all training complies with ICAO, EASA Part-66/147, FAA Part-147, or national maintenance-training regulations.
- Maintain instructor qualifications, recurrent training, and standardization.
- Support audits, inspections, and regulatory oversight activities.
- Contribute to the organization's safety-management system (SMS).

5. Practical Training & Equipment Management

- Conduct hands-on training using aircraft, simulators, mock-ups, and maintenance-training devices.
- Ensure training equipment is functional, safe, and properly configured.
- Coordinate with maintenance and technical teams for equipment readiness.
- Support on-the-job training (OJT) programs when required.

6. Safety Culture & Professional Standards

- Promote a strong safety culture and adherence to maintenance best practices.
- Reinforce human-factors principles, error-prevention strategies, and risk-management techniques.
- Model professionalism, technical discipline, and regulatory compliance.

7. Collaboration & Continuous Improvement

- Work closely with training managers, quality departments, and maintenance leadership.
- Participate in instructor standardization meetings and professional-development activities.
- Provide feedback on training effectiveness and operational trends.
- Contribute to continuous improvement of training programs and methodologies.

Qualifications & Experience

Essential

- Licensed aircraft maintenance engineer/technician (e.g., EASA Part-66 B1/B2, FAA A&P, or equivalent).



- Strong technical knowledge of aircraft systems, maintenance practices, and regulatory requirements.
- Experience in aircraft maintenance, line or base operations, or MRO environments.
- Excellent communication, instructional, and presentation skills.
- Ability to conduct practical training in safety-critical environments.

Preferred

- Formal instructor qualifications or approval as a Maintenance Training Instructor.
- Experience in an ATO, MRO training department, or airline maintenance-training unit.
- Type-rating training experience on specific aircraft models.
- Familiarity with CBT, LMS platforms, and digital-training tools.
- Experience developing training materials or curricula.

Key Competencies

- Strong technical and instructional skills.
- High safety awareness and operational discipline.
- Effective communication and interpersonal abilities.
- Ability to mentor and motivate diverse learners.
- Analytical thinking and problem-solving ability.
- Commitment to professionalism and continuous learning.

Tools & Systems Knowledge

- Aircraft systems, components, and maintenance-training devices.
- Learning-management systems (LMS) and CBT platforms.
- Maintenance-record and training-documentation systems.
- Digital-training tools and simulation platforms.
- MS Office and instructional-design tools.

Working Conditions

- Training-center, hangar, and workshop environments.
- Variable schedule depending on training programs and operational needs.
- Physical activity required during practical-training sessions.



- Collaboration with instructors, maintenance teams, and regulatory auditors.

Role Impact

The Maintenance Training Instructor ensures that aircraft maintenance personnel are fully prepared to perform their duties safely, competently, and in compliance with regulatory standards. By delivering rigorous, practical, and engaging training, this role directly contributes to aircraft airworthiness, operational reliability, and aviation safety.



8.107 — ATC Training Specialist

Position Overview

The ATC Training Specialist is responsible for developing, delivering, and evaluating training programs for Air Traffic Controllers (ATCOs) and Air Traffic Safety Electronics Personnel (ATSEPs). This role ensures that trainees acquire the knowledge, skills, and competencies required to manage air traffic safely and efficiently in accordance with ICAO standards and national regulations. The ATC Training Specialist supports initial, unit, continuation, and conversion training, using classroom instruction, simulation, and on-the-job training methodologies. The role is essential to maintaining high levels of operational safety, controller proficiency, and regulatory compliance.

Key Responsibilities

1. Training Delivery (Initial, Unit, Continuation & Conversion)

- Deliver theoretical and practical instruction to ATCO and ATSEP trainees.
- Teach core subjects such as:
 - Air traffic management (ATM) fundamentals
 - Airspace structure and classification
 - Communication, navigation, and surveillance (CNS) concepts
 - Separation standards and control techniques
 - Meteorology, human factors, and emergency procedures
 - ICAO rules, national regulations, and local procedures
- Conduct simulation-based training using radar, tower, and procedural simulators.

2. Simulation Training & Scenario Management

- Develop and run realistic simulation scenarios for various operational environments (TWR, APP, ACC).
- Introduce normal, abnormal, and emergency situations to evaluate trainee performance.
- Adjust scenario complexity to match trainee progression and competency levels.
- Coordinate with simulation technicians to ensure system readiness.

3. Curriculum Development & Training Materials

- Develop and update lesson plans, presentations, manuals, and training aids.



- Ensure training content reflects current ICAO SARPs, PANS-ATM, and national ANSP procedures.
- Integrate operational case studies, safety reports, and human-performance insights.
- Support digital-learning initiatives and blended-training environments.

4. Assessment & Competency Evaluation

- Conduct written exams, practical assessments, and competency-based evaluations.
- Assess trainee performance in communication, situational awareness, decision-making, and workload management.
- Provide constructive feedback and identify areas requiring additional support.
- Maintain accurate training records, assessment forms, and certification documentation.

5. Regulatory Compliance & Quality Assurance

- Ensure all training complies with ICAO, EASA (where applicable), and national regulatory requirements.
- Maintain instructor qualifications, recurrent training, and standardization.
- Support audits, inspections, and regulatory oversight activities.
- Contribute to the ANSP's safety-management system (SMS) and training-quality processes.

6. Operational Support & Standardization

- Collaborate with operational units to ensure training reflects current procedures and operational realities.
- Participate in instructor standardization meetings and professional-development activities.
- Provide feedback on operational trends, safety issues, and training needs.
- Support harmonization of training across units and facilities.

7. Safety Culture & Professional Development

- Promote a strong safety culture and adherence to operational best practices.
- Reinforce human-factors principles, error-management strategies, and risk-awareness techniques.
- Mentor trainees to develop professional discipline, communication skills, and teamwork.



Qualifications & Experience

Essential

- Certified Air Traffic Controller (ATCO) or ATSEP with operational experience.
- Strong knowledge of ATM procedures, CNS systems, and ICAO regulatory frameworks.
- Experience in operational ATC environments (TWR, APP, ACC) or technical CNS roles.
- Excellent communication, instructional, and facilitation skills.
- Ability to conduct training in high-stress, safety-critical environments.

Preferred

- Formal instructor qualifications or approval as an ATC/ATSEP Instructor.
- Experience in an ANSP training department or aviation-training organization.
- Familiarity with simulation platforms and scenario-development tools.
- Knowledge of competency-based training and assessment (CBTA).
- Experience developing training materials or curricula.

Key Competencies

- Strong instructional and facilitation skills.
- High situational awareness and operational discipline.
- Effective communication and interpersonal abilities.
- Ability to mentor and motivate diverse learners.
- Analytical thinking and problem-solving ability.
- Commitment to safety, professionalism, and continuous learning.

Tools & Systems Knowledge

- ATC simulation platforms (radar, tower, procedural).
- Learning-management systems (LMS) and CBT platforms.
- Training-record and certification-management systems.
- CNS/ATM systems and operational tools.
- MS Office and instructional-design tools.

Working Conditions

- Training-center and simulation-facility environments.



- Variable schedule depending on training programs and operational needs.
- High-focus environment requiring attention to detail and instructional discipline.
- Collaboration with instructors, operational supervisors, and regulatory auditors.

Role Impact

The ATC Training Specialist ensures that air traffic controllers and technical personnel are fully prepared to manage air traffic safely and efficiently. By delivering rigorous, realistic, and compliant training, this role directly contributes to aviation safety, operational reliability, and the long-term capability of the ANSP.



8.108 — Aviation Academy Program Manager

Position Overview

The Aviation Academy Program Manager oversees the planning, development, delivery, and continuous improvement of aviation-training programs within an academy, training center, or Approved Training Organization (ATO). This role ensures that all programs meet regulatory requirements, industry standards, and organizational goals. The Program Manager leads instructors, coordinates with operational departments, manages resources, and ensures an exceptional learning experience for trainees. The role is central to shaping the academy's strategic direction, maintaining compliance, and producing competent aviation professionals.

Key Responsibilities

1. Program Leadership & Strategic Planning

- Develop and manage aviation-training programs across pilot, cabin crew, maintenance, ATC, and aviation-management disciplines.
- Align training programs with ICAO, EASA/FAA, and national regulatory frameworks.
- Lead long-term planning for curriculum expansion, modernization, and accreditation.
- Monitor industry trends to ensure training offerings remain relevant and competitive.

2. Curriculum Development & Quality Assurance

- Oversee the creation, review, and updating of training syllabi, lesson plans, and instructional materials.
- Ensure training content reflects current regulations, operational practices, and technological advancements.
- Implement quality-assurance processes, including audits, instructor standardization, and performance reviews.
- Support competency-based training and assessment (CBTA) methodologies.

3. Regulatory Compliance & Certification

- Ensure all training programs comply with ICAO SARPs, national aviation-training regulations, and ATO requirements.
- Prepare documentation for regulatory approvals, renewals, and audits.
- Maintain academy certifications and support regulatory inspections.
- Ensure instructors maintain required qualifications and recurrent training.



4. Instructor Management & Professional Development

- Lead, mentor, and support instructors across multiple training disciplines.
- Coordinate instructor scheduling, workload distribution, and performance evaluations.
- Facilitate instructor standardization sessions and professional-development activities.
- Recruit and onboard new instructors and subject-matter experts.

5. Student Management & Learning Experience

- Oversee trainee enrollment, progression, and certification processes.
- Ensure a positive, supportive, and professional learning environment.
- Address trainee concerns, performance issues, and academic challenges.
- Promote safety culture, professionalism, and operational discipline among trainees.

6. Operational & Resource Management

- Manage training facilities, simulators, classrooms, and training equipment.
- Coordinate with technical teams to ensure readiness and maintenance of training devices.
- Oversee scheduling of courses, instructors, and training resources.
- Manage program budgets, procurement, and resource allocation.

7. Stakeholder Engagement & Partnerships

- Collaborate with airlines, airports, ANSPs, MROs, and industry partners to align training with operational needs.
- Develop partnerships for internships, job placements, and joint training initiatives.
- Represent the academy in industry forums, conferences, and regulatory meetings.
- Support marketing and outreach activities to promote training programs.

8. Continuous Improvement & Innovation

- Evaluate program performance using KPIs, trainee feedback, and operational outcomes.
- Lead initiatives to modernize training through digital tools, simulation, and blended learning.



- Integrate emerging technologies such as VR/AR, AI-based training analytics, and advanced simulators.
- Drive innovation to enhance training quality, efficiency, and learner engagement.

Qualifications & Experience

Essential

- Bachelor's degree in aviation management, Education, Business, or related field.
- Experience in aviation training, operations, or regulatory environments.
- Strong understanding of ICAO, EASA/FAA, or national training regulations.
- Proven leadership, organizational, and project-management skills.
- Excellent communication, interpersonal, and problem-solving abilities.

Preferred

- Master's degree in education, Aviation, or Organizational Leadership.
- Experience managing an ATO or aviation-training department.
- Familiarity with CBTA, digital-learning platforms, and modern training technologies.
- Certifications in training management, quality assurance, or aviation instruction.
- Experience with simulator-based training or multi-disciplinary aviation programs.

Key Competencies

- Strong leadership and team-management capability.
- High regulatory awareness and attention to detail.
- Strategic thinking and program-development skills.
- Excellent communication and stakeholder-engagement abilities.
- Ability to manage complex training operations.
- Commitment to safety, professionalism, and continuous improvement.

Tools & Systems Knowledge

- Learning-management systems (LMS) and training-record systems.
- Simulator-management and scheduling tools.
- Quality-assurance and compliance-tracking systems.
- MS Office and project-management tools.
- Digital-learning and instructional-design platforms.



Working Conditions

- Office-based with frequent presence in classrooms, simulators, and training facilities.
- Standard business hours with flexibility for training schedules and regulatory activities.
- Collaboration with instructors, trainees, regulators, and industry partners.
- Occasional travel for conferences, audits, or partnership development.

Role Impact

The Aviation Academy Program Manager ensures that aviation-training programs are safe, compliant, and aligned with industry needs. By leading instructors, managing resources, and driving innovation, this role directly contributes to the development of skilled aviation professionals and the long-term success of the academy.



8.109 — Chief Executive Officer (Airline / Airport)

Position Overview

The Chief Executive Officer (CEO) provides strategic leadership and overall direction for an airline or airport organization. This role is responsible for defining long-term vision, ensuring operational excellence, driving financial performance, and maintaining regulatory compliance. The CEO leads executive teams, engages with regulators and industry partners, and represents the organization to stakeholders, shareholders, and the public. As the highest executive authority, the CEO ensures that the organization operates safely, efficiently, sustainably, and competitively in a dynamic global aviation environment.

Key Responsibilities

1. Strategic Leadership & Vision

- Define and communicate the organization's long-term strategic direction.
- Lead the development of corporate strategy, growth plans, and transformation initiatives.
- Ensure alignment with global aviation trends, regulatory developments, and market dynamics.
- Foster a culture of innovation, safety, and operational excellence.

2. Executive Management & Organizational Leadership

- Lead and mentor the executive leadership team across operations, finance, commercial, HR, safety, and technology.
- Establish clear performance expectations and accountability frameworks.
- Promote cross-functional collaboration and organizational cohesion.
- Ensure the organization attracts, develops, and retains top talent.

3. Operational Oversight & Safety Governance

- Ensure safe, reliable, and efficient operations across all business units.
- Oversee implementation of safety-management systems (SMS) and compliance with ICAO, EASA/FAA, and national regulations.
- Monitor operational performance, resilience, and service quality.
- Support digital transformation, infrastructure modernization, and operational-efficiency initiatives.

4. Financial Management & Business Performance

- Oversee financial planning, budgeting, and capital-investment strategies.



- Ensure sustainable profitability, cost control, and revenue growth.
- Manage financial risks, funding strategies, and investor relations.
- Approve major investments, partnerships, and commercial agreements.

5. Stakeholder Engagement & External Relations

- Represent the organization to government authorities, regulators, industry bodies, and the public.
- Build strong relationships with airlines (for airports), airports (for airlines), ANSPs, MROs, unions, and strategic partners.
- Engage with shareholders, boards of directors, and advisory committees.
- Act as the organization's primary spokesperson during media engagements and crisis situations.

6. Regulatory Compliance & Governance

- Ensure full compliance with aviation regulations, safety standards, and corporate-governance requirements.
- Oversee audits, inspections, and regulatory interactions.
- Maintain transparent reporting and ethical business practices.
- Support board governance and provide regular performance updates.

7. Commercial & Market Development

- Drive commercial strategy, route development (airlines), and business-development initiatives.
- Oversee airport concessions, retail, cargo, and aeronautical revenue streams (airports).
- Support customer-experience enhancements and brand-development strategies.
- Identify new markets, partnerships, and growth opportunities.

8. Crisis Management & Organizational Resilience

- Lead the organization during operational disruptions, safety events, or external crises.
- Ensure robust business-continuity and emergency-response plans.
- Communicate effectively with stakeholders during high-pressure situations.
- Strengthen organizational resilience and risk-management frameworks.

Qualifications & Experience



Essential

- Extensive senior-leadership experience in aviation, transportation, or large-scale operational organizations.
- Strong understanding of airline or airport operations, regulatory frameworks, and industry economics.
- Proven track record in strategic leadership, financial management, and organizational transformation.
- Excellent communication, negotiation, and stakeholder-management skills.
- Demonstrated commitment to safety, compliance, and operational excellence.

Preferred

- Experience as CEO, COO, or senior executive in an airline, airport, ANSP, or aviation-related organization.
- Advanced degree in Business Administration, Aviation Management, or related field.
- Experience with digital transformation, sustainability initiatives, or major infrastructure projects.
- Familiarity with global aviation markets, alliances, and regulatory environments.

Key Competencies

- Strategic vision and long-term thinking.
- Strong leadership and executive-team management.
- High financial and commercial acumen.
- Excellent communication and public-representation skills.
- Decisive, resilient, and adaptable in dynamic environments.
- Commitment to safety, sustainability, and organizational integrity.

Tools & Systems Knowledge

- Enterprise-management and performance-reporting systems.
- Financial-planning and business-intelligence platforms.
- Aviation-specific operational systems (AODB, OCC platforms, safety-management tools).
- Digital-transformation and governance systems.
- MS Office and executive-communication tools.



Working Conditions

- Executive-office environment with frequent interaction across all departments.
- Regular travel to operational sites, partner organizations, and industry events.
- High-visibility role requiring availability during crises or major operational events.
- Close collaboration with board members, regulators, and industry leaders.

Role Impact

The CEO shapes the strategic direction and long-term success of the airline or airport. By ensuring safe operations, financial sustainability, regulatory compliance, and organizational excellence, this role directly influences national connectivity, economic development, and the reputation of the aviation sector.



8.110 — Chief Operating Officer (COO)

Position Overview

The Chief Operating Officer (COO) is responsible for the overall operational performance, safety, and efficiency of an airline or airport. As the executive leader overseeing day-to-day operations, the COO ensures that all operational departments function cohesively, reliably, and in full compliance with regulatory requirements. This role drives operational strategy, leads major transformation initiatives, manages large multidisciplinary teams, and ensures that the organization delivers safe, punctual, cost-effective, and customer-focused services. The COO is a key member of the executive leadership team and a critical partner to the CEO and Board.

Key Responsibilities

1. Operational Leadership & Performance Management

- Lead all operational divisions, such as:
 - Flight operations
 - Ground operations
 - Airport operations
 - Engineering & maintenance
 - Safety & quality
 - Airside operations (for airports)
 - Terminal operations and passenger services
- Ensure safe, efficient, and reliable operations across the organization.
- Monitor KPIs including OTP, safety metrics, operational resilience, and customer-experience indicators.
- Drive continuous improvement and operational excellence.

2. Safety, Compliance & Risk Management

- Oversee implementation and performance of the Safety Management System (SMS).
- Ensure compliance with ICAO, EASA/FAA, and national regulatory requirements.
- Lead operational risk-management processes and emergency-response planning.
- Promote a strong safety culture across all operational units.

3. Strategic Operational Planning



- Develop and execute operational strategies aligned with corporate goals.
- Lead major transformation initiatives such as:
 - Digitalization of operations
 - Fleet and infrastructure modernization
 - Operational-efficiency programs
 - Sustainability and environmental-performance initiatives
- Support long-term capacity planning, resource allocation, and infrastructure development.

4. Cross-Functional Coordination & Collaboration

- Work closely with commercial, finance, HR, IT, and customer-experience teams to ensure operational alignment.
- Coordinate with external partners such as airports (for airlines), airlines (for airports), ANSPs, MROs, and government agencies.
- Ensure seamless coordination during irregular operations (IRROPS) and major events.

5. Financial & Resource Management

- Oversee operational budgets, cost-control initiatives, and resource optimization.
- Ensure efficient use of aircraft, gates, stands, equipment, and workforce.
- Support capital-investment planning for fleet, facilities, and technology.
- Evaluate ROI for operational projects and infrastructure upgrades.

6. Customer Experience & Service Quality

- Ensure operational processes support high levels of customer satisfaction.
- Oversee service-delivery standards across passenger-facing operations.
- Implement initiatives to improve punctuality, baggage performance, and service reliability.
- Support brand-enhancement and customer-experience strategies.

7. Crisis Management & Operational Resilience

- Lead operational response during disruptions, emergencies, or major incidents.
- Ensure robust business-continuity and contingency plans.
- Communicate effectively with stakeholders during high-pressure situations.



- Strengthen organizational resilience through proactive planning and scenario testing.

8. Leadership, Culture & Talent Development

- Lead and mentor senior operational leaders and large multidisciplinary teams.
- Foster a culture of accountability, collaboration, and continuous improvement.
- Support workforce development, succession planning, and operational-leadership training.
- Promote diversity, inclusion, and high professional standards.

Qualifications & Experience

Essential

- Extensive senior-leadership experience in airline, airport, or aviation-operations environments.
- Deep understanding of operational processes, safety frameworks, and regulatory requirements.
- Proven track record in managing large operational teams and complex operations.
- Strong strategic-planning, analytical, and decision-making skills.
- Excellent communication, leadership, and stakeholder-management abilities.

Preferred

- Experience as COO, VP Operations, Director of Operations, or equivalent senior role.
- Advanced degree in Aviation Management, Business Administration, Engineering, or related field.
- Experience with digital-transformation, sustainability, or major infrastructure projects.
- Familiarity with global aviation markets, alliances, and operational-performance frameworks.

Key Competencies

- Strong operational and strategic leadership.
- High safety awareness and regulatory discipline.
- Excellent crisis-management and decision-making ability.
- Financial and commercial acumen.



- Strong communication and cross-functional collaboration.
- Commitment to operational excellence, safety, and customer satisfaction.

Tools & Systems Knowledge

- Operational-control systems (OCC), AODB, RMS, and airport-operations platforms.
- Safety-management and quality-assurance systems.
- Business-intelligence and performance-monitoring tools.
- Workforce-management and resource-planning systems.
- MS Office and executive-reporting tools.

Working Conditions

- Executive-office environment with frequent presence in operational areas (airside, terminals, OCC, maintenance facilities).
- Regular travel to operational sites, partner organizations, and industry events.
- High-visibility role requiring availability during operational disruptions or emergencies.
- Close collaboration with the CEO, Board, regulators, and industry partners.

Role Impact

The COO ensures that the airline or airport operates safely, efficiently, and reliably every day. By leading operational strategy, driving performance, and fostering a strong safety culture, this role directly influences customer satisfaction, financial performance, and the organization's long-term success.



8.111 — Chief Commercial Officer (CCO)

Position Overview

The Chief Commercial Officer (CCO) is responsible for driving the commercial strategy, revenue growth, and market positioning of an airline or airport. This role oversees all commercial functions, including network planning, marketing, sales, revenue management, customer experience, cargo, and partnerships. The CCO ensures that the organization maximizes revenue opportunities, strengthens its competitive position, and delivers a compelling value proposition to customers and partners. As a key member of the executive leadership team, the CCO plays a central role in shaping long-term commercial success and organizational sustainability.

Key Responsibilities

1. Commercial Strategy & Market Development

- Develop and execute the organization's commercial strategy aligned with corporate goals.
- Identify new market opportunities, revenue streams, and strategic partnerships.
- Lead long-term planning for network expansion (airlines) or route development (airports).
- Monitor global aviation trends, competitive dynamics, and customer behavior.

2. Revenue Management & Pricing

- Oversee revenue-management strategies, pricing models, and inventory optimization.
- Ensure effective yield management and demand forecasting.
- Drive initiatives to maximize passenger, cargo, and ancillary revenues.
- Collaborate with finance and operations to align revenue strategies with capacity and cost structures.

3. Sales, Distribution & Partnerships

- Lead global sales teams across corporate, agency, online, and trade channels.
- Manage distribution strategies, including GDS, NDC, direct channels, and digital platforms.
- Develop and maintain strategic partnerships with airlines, airports, tourism boards, and commercial partners.



- Oversee loyalty programs, alliances, and interline/codeshare agreements (for airlines).

4. Marketing, Branding & Customer Experience

- Oversee brand strategy, marketing campaigns, and digital-engagement initiatives.
- Ensure consistent brand positioning across all customer touchpoints.
- Lead customer-experience strategy, including service design, product development, and customer-insight programs.
- Monitor customer-satisfaction metrics and drive continuous improvement.

5. Cargo & Commercial Operations

- Oversee cargo-commercial strategy, including pricing, sales, and product development.
- Support operational alignment between cargo, ground handling, and logistics partners.
- Identify opportunities for cargo-network expansion and product diversification.

6. Financial Performance & Budget Management

- Develop commercial budgets, revenue forecasts, and business cases.
- Monitor commercial KPIs such as RASK, load factor, yield, and market share.
- Ensure commercial initiatives deliver strong ROI and support long-term profitability.
- Collaborate with finance on strategic planning and investment decisions.

7. Digital Transformation & Innovation

- Drive digital-commerce initiatives, including e-commerce platforms, mobile apps, and personalization tools.
- Support data-analytics programs to enhance pricing, segmentation, and customer insights.
- Promote innovation in distribution, loyalty, and customer-experience technologies.

8. Leadership, Culture & Stakeholder Engagement

- Lead and mentor commercial teams across multiple disciplines and global markets.



- Foster a culture of performance, customer-centricity, and commercial excellence.
- Represent the organization in industry forums, trade events, and partner negotiations.
- Collaborate closely with the CEO, COO, CFO, and other executives to ensure strategic alignment.

Qualifications & Experience

Essential

- Extensive senior-leadership experience in commercial roles within aviation, travel, or related industries.
- Strong understanding of airline or airport commercial functions, revenue drivers, and market dynamics.
- Proven track record in revenue growth, strategic planning, and commercial transformation.
- Excellent communication, negotiation, and stakeholder-management skills.
- Strong analytical, financial, and strategic-thinking capabilities.

Preferred

- Experience as CCO, VP Commercial, Director of Commercial Strategy, or equivalent senior role.
- Advanced degree in Business Administration, Marketing, Aviation Management, or related field.
- Experience with digital-commerce, loyalty programs, or global distribution strategies.
- Familiarity with international markets, alliances, and regulatory environments.

Key Competencies

- Strategic commercial leadership.
- Strong financial and analytical acumen.
- Excellent negotiation and partnership-building skills.
- Customer-centric mindset and brand awareness.
- High adaptability and resilience in dynamic markets.
- Commitment to innovation, performance, and organizational integrity.



Tools & Systems Knowledge

- Revenue-management and pricing systems.
- CRM, loyalty, and customer-experience platforms.
- Digital-commerce and distribution systems (GDS, NDC, e-commerce).
- Business-intelligence and market-analysis tools.
- MS Office and executive-reporting platforms.

Working Conditions

- Executive-office environment with frequent interaction across commercial and operational departments.
- Regular travel to key markets, partner organizations, and industry events.
- High-visibility role requiring responsiveness during commercial or operational disruptions.
- Close collaboration with the CEO, COO, CFO, and board members.

Role Impact

The CCO drives the commercial engine of the airline or airport. By shaping market strategy, optimizing revenue, and elevating the customer experience, this role directly influences financial performance, competitive positioning, and long-term organizational success.



8.112 — Chief Safety Officer (CSO)

Position Overview

The Chief Safety Officer (CSO) is the executive responsible for the overall safety performance, governance, and culture of an aviation organization. This role oversees the Safety Management System (SMS), ensures compliance with ICAO, EASA/FAA, and national regulations, and drives continuous improvement in operational safety. The CSO provides strategic leadership, monitors safety risks, leads investigations, and ensures that safety remains the organization's highest priority. As a key member of the executive leadership team, the CSO influences decision-making across all operational and corporate functions.

Key Responsibilities

1. Safety Strategy & Governance

- Develop and implement the organization's safety strategy, policies, and long-term safety roadmap.
- Ensure alignment with ICAO Annex 19, SMS frameworks, and national regulatory requirements.
- Lead the Safety Review Board (SRB) and other executive safety-governance forums.
- Promote a proactive, data-driven approach to safety management.

2. Safety Management System (SMS) Oversight

- Oversee all components of the SMS, including:
 - Safety policy
 - Safety risk management
 - Safety assurance
 - Safety promotion
- Ensure SMS effectiveness across all operational units (flight ops, ground ops, maintenance, ATC, airport ops).
- Monitor safety performance indicators (SPIs) and ensure timely corrective actions.

3. Risk Management & Hazard Identification

- Lead the identification, assessment, and mitigation of operational safety risks.
- Oversee safety-risk assessments for new routes, procedures, technologies, and infrastructure.



- Ensure robust processes for hazard reporting, analysis, and trend monitoring.
- Promote a just culture that encourages open reporting and learning.

4. Safety Investigations & Occurrence Management

- Oversee internal safety investigations and ensure compliance with ICAO Annex 13 principles.
- Coordinate with national investigation authorities when required.
- Ensure timely reporting of occurrences to regulators and stakeholders.
- Implement lessons learned and track corrective/preventive actions.

5. Compliance & Regulatory Engagement

- Ensure compliance with ICAO SARPs, EASA/FAA regulations, and national safety requirements.
- Maintain strong relationships with regulatory authorities, investigation bodies, and industry groups.
- Prepare for and support audits, inspections, and safety-oversight activities.
- Ensure transparent reporting and documentation.

6. Safety Culture & Training

- Foster a strong safety culture across all levels of the organization.
- Lead safety-promotion initiatives, campaigns, and communication programs.
- Oversee safety-training programs for employees, contractors, and leadership.
- Ensure safety competencies are embedded in operational training.

7. Data Analytics & Safety Performance Monitoring

- Oversee safety-data systems, FOQA/ASAP programs, and safety-intelligence platforms.
- Analyze safety trends, operational data, and predictive-risk indicators.
- Present safety performance reports to the CEO, Board, and regulatory authorities.
- Drive data-driven decision-making and continuous improvement.

8. Crisis Management & Emergency Response

- Serve as a key leader in emergency-response and crisis-management teams.
- Ensure emergency-response plans (ERP) are current, tested, and effective.



- Lead safety-related aspects of crisis communication and stakeholder engagement.
- Support post-event recovery, analysis, and organizational learning.

9. Cross-Functional Collaboration

- Work closely with the COO, CEO, and other executives to ensure safety is integrated into all operations.
- Collaborate with engineering, flight operations, ground operations, ATC, and airport teams.
- Ensure safety considerations are embedded in strategic planning, procurement, and infrastructure projects.

Qualifications & Experience

Essential

- Extensive experience in aviation safety, operations, or regulatory oversight.
- Strong knowledge of ICAO Annex 19, SMS frameworks, and aviation-safety regulations.
- Proven leadership experience in safety-critical environments.
- Excellent analytical, communication, and decision-making skills.
- Demonstrated ability to influence organizational culture and executive-level decision-making.

Preferred

- Experience as Safety Director, Safety Manager, or senior safety leader in an airline, airport, ANSP, or MRO.
- Advanced degree in Aviation Safety, Engineering, Aviation Management, or related field.
- Certifications in safety management, investigation, or human factors.
- Experience with FOQA, LOSA, ASR systems, and safety-data analytics platforms.
- Familiarity with digital-transformation and predictive-safety technologies.

Key Competencies

- Strong leadership and strategic-thinking capability.
- High integrity, impartiality, and ethical judgment.
- Deep understanding of operational risk and safety principles.
- Excellent communication and stakeholder-engagement skills.



- Analytical mindset with strong data-interpretation abilities.
- Commitment to safety, transparency, and continuous improvement.

Tools & Systems Knowledge

- Safety-management and reporting systems (SMS platforms, ASR tools).
- FOQA/Flight-data monitoring systems and safety-analytics tools.
- Risk-assessment and investigation-management software.
- Emergency-response and crisis-management systems.
- MS Office and executive-reporting tools.

Working Conditions

- Executive-office environment with frequent presence in operational areas.
- Regular interaction with regulators, investigation authorities, and industry partners.
- Availability during safety events, emergencies, or major operational disruptions.
- Collaboration with the CEO, COO, and Board-level committees.

Role Impact

The Chief Safety Officer ensures that safety remains the foundation of all organizational decisions and operations. By leading the SMS, driving risk-management initiatives, and fostering a strong safety culture, the CSO directly protects lives, strengthens regulatory compliance, and enhances the organization's long-term resilience and reputation.



8.113 — Director of Flight Operations

Position Overview

The Director of Flight Operations (DFO) is the accountable executive responsible for the safe, efficient, and compliant conduct of all flight operations within an airline or aviation organization. This role oversees flight crews, operational control, dispatch, training, and flight-standards functions. The DFO ensures adherence to regulatory requirements, maintains operational excellence, and leads initiatives that enhance safety, performance, and crew professionalism. As a senior executive and postholder, the DFO plays a critical role in shaping operational strategy and ensuring the organization's long-term success.

Key Responsibilities

1. Operational Leadership & Oversight

- Provide executive leadership for all flight-operations activities.
- Ensure safe, efficient, and compliant operation of the airline's fleet.
- Oversee day-to-day flight operations, including dispatch, crew scheduling, and operational control.
- Monitor operational performance, including OTP, fuel efficiency, and flight-crew productivity.

2. Regulatory Compliance & Postholder Responsibilities

- Serve as the regulatory postholder for Flight Operations (per ICAO, EASA ORO.GEN.210, FAA Part 119, or national equivalent).
- Ensure compliance with all applicable aviation regulations, standards, and operational requirements.
- Maintain effective relationships with civil-aviation authorities, auditors, and regulatory bodies.
- Prepare for and support regulatory audits, inspections, and oversight activities.

3. Safety Management & Risk Mitigation

- Support and enforce the Safety Management System (SMS) within flight operations.
- Ensure flight-crew adherence to SOPs, safety policies, and risk-management practices.
- Review safety reports, FOQA/FDAP data, and operational-risk assessments.



- Lead corrective actions and continuous-improvement initiatives.

4. Flight-Crew Management & Professional Standards

- Oversee recruitment, training, qualification, and performance of flight crews.
- Ensure adequate staffing levels, succession planning, and crew-resource management.
- Promote a culture of professionalism, discipline, and operational excellence.
- Support pilot-engagement initiatives and crew-communication programs.

5. Training, Standards & Competency

- Oversee flight-training programs, including initial, recurrent, and type-rating training.
- Ensure alignment with regulatory requirements and industry best practices.
- Collaborate with the Chief Pilot, Training Manager, and Simulator/Type Rating Instructors.
- Support competency-based training and assessment (CBTA) methodologies.

6. Operational Control & Dispatch

- Oversee the Operations Control Center (OCC) or equivalent operational-control function.
- Ensure effective flight planning, dispatch, and operational-decision support.
- Lead irregular-operations (IRROPS) management and operational-resilience planning.
- Ensure robust communication between flight crews, dispatchers, and ground operations.

7. Fleet & Operational Strategy

- Contribute to fleet-planning decisions, aircraft acquisitions, and operational-capability assessments.
- Lead initiatives to improve fuel efficiency, route performance, and operational reliability.
- Support digital-transformation projects related to EFB, OCC systems, and flight-operations technology.

8. Cross-Functional Collaboration



- Work closely with the COO, CSO, Director of Maintenance, Director of Ground Operations, and other executives.
- Ensure seamless coordination across operational departments.
- Represent flight operations in executive committees, safety boards, and strategic-planning forums.

9. Crisis Management & Emergency Response

- Serve as a key leader in emergency-response and crisis-management teams.
- Ensure flight-operations readiness for emergencies, diversions, and major disruptions.
- Support post-event analysis, communication, and recovery planning.

Qualifications & Experience

Essential

- Airline Transport Pilot License (ATPL) with extensive operational experience as a captain.
- Strong knowledge of flight operations, regulatory frameworks, and operational-control systems.
- Proven leadership experience in airline operations or flight-standards roles.
- Excellent communication, decision-making, and crisis-management skills.
- Demonstrated commitment to safety, compliance, and operational excellence.

Preferred

- Previous experience as Chief Pilot, Fleet Manager, or senior flight-operations leader.
- Experience with SMS, FOQA/FDAP, and operational-risk-management programs.
- Advanced degree in Aviation Management, Business Administration, or related field.
- Familiarity with digital-operations tools, EFB programs, and OCC technologies.
- Experience in multi-fleet or international operations.

Key Competencies

- Strong operational and regulatory expertise.
- High integrity, professionalism, and leadership presence.



- Excellent analytical and strategic-thinking ability.
- Effective communication and stakeholder-engagement skills.
- Ability to lead large, diverse teams in safety-critical environments.
- Commitment to continuous improvement and organizational excellence.

Tools & Systems Knowledge

- Operations Control Center (OCC) systems and flight-planning tools.
- Electronic Flight Bag (EFB) platforms and flight-crew applications.
- Safety-management and flight-data-monitoring systems.
- Crew-management and scheduling systems.
- MS Office and executive-reporting tools.

Working Conditions

- Executive-office environment with frequent presence in operational areas (OCC, flight-training centers, airside).
- Regular interaction with regulators, unions, and industry partners.
- Availability during operational disruptions, emergencies, or major events.
- Collaboration with the CEO, COO, CSO, and other senior leaders.

Role Impact

The Director of Flight Operations ensures that every flight is conducted safely, efficiently, and professionally. By leading flight crews, shaping operational strategy, and maintaining regulatory compliance, this role directly influences safety performance, operational reliability, and the organization's reputation.



8.114 — Director of Maintenance & Engineering

Position Overview

The Director of Maintenance & Engineering (DME) is the senior executive responsible for the airworthiness, reliability, and technical performance of an airline's fleet or an aviation organization's maintenance operations. This role oversees engineering, line and base maintenance, technical planning, reliability programs, and continuing airworthiness management. The DME ensures full compliance with ICAO, EASA/FAA, and national regulations while driving operational efficiency, cost control, and safety excellence. As a regulatory postholder, the DME plays a critical role in ensuring aircraft safety, operational reliability, and long-term fleet sustainability.

Key Responsibilities

1. Maintenance & Engineering Leadership

- Provide strategic and operational leadership for all maintenance and engineering functions.
- Oversee line maintenance, base maintenance, workshops, engineering, and technical support teams.
- Ensure aircraft are maintained to the highest standards of safety, reliability, and regulatory compliance.
- Lead initiatives to improve maintenance efficiency, fleet availability, and cost performance.

2. Continuing Airworthiness Management

- Ensure compliance with continuing airworthiness requirements (EASA Part-CAMO/Part-M, FAA Part 121/135, or national equivalents).
- Oversee aircraft maintenance programs, AD/SB compliance, and reliability monitoring.
- Approve maintenance schedules, engineering orders, and technical procedures.
- Ensure accurate and timely maintenance documentation and recordkeeping.

3. Regulatory Compliance & Postholder Responsibilities

- Serve as the accountable postholder for maintenance and continuing airworthiness.
- Maintain strong relationships with civil-aviation authorities, regulatory inspectors, and auditors.
- Prepare for and support regulatory audits, inspections, and oversight activities.



- Ensure compliance with ICAO Annex 6, national regulations, and manufacturer requirements.

4. Safety Management & Risk Mitigation

- Support and enforce the Safety Management System (SMS) within maintenance and engineering.
- Ensure adherence to human-factors principles, error-prevention strategies, and risk-management practices.
- Review safety reports, reliability data, and maintenance-related occurrences.
- Lead corrective actions and continuous-improvement initiatives.

5. Technical Planning & Fleet Management

- Oversee maintenance planning, scheduling, and resource allocation.
- Support fleet-planning decisions, aircraft acquisitions, and end-of-lease transitions.
- Lead engineering evaluations for new aircraft types, modifications, and technology upgrades.
- Ensure optimal use of maintenance capacity, facilities, and tooling.

6. Vendor, MRO & Supply-Chain Management

- Manage relationships with MRO providers, OEMs, and component suppliers.
- Oversee contracts, service-level agreements, and performance monitoring.
- Ensure cost-effective procurement of parts, materials, and technical services.
- Support strategic sourcing, inventory optimization, and supply-chain resilience.

7. Budgeting & Financial Performance

- Develop and manage maintenance and engineering budgets.
- Monitor cost drivers such as labour, materials, heavy checks, and component repairs.
- Evaluate ROI for major maintenance events, modifications, and capital investments.
- Drive cost-efficiency without compromising safety or compliance.

8. Workforce Leadership & Development

- Lead, mentor, and support engineering and maintenance teams across multiple locations.
- Ensure adequate staffing, training, and certification of maintenance personnel.



- Promote a culture of professionalism, safety, and continuous improvement.
- Support succession planning and technical-leadership development.

9. Cross-Functional Collaboration

- Work closely with the COO, CSO, Director of Flight Operations, and other executives.
- Ensure seamless coordination between maintenance, operations, and commercial planning.
- Support operational-resilience planning, IRROPS management, and technical-event response.
- Participate in executive committees, safety boards, and strategic-planning forums.

Qualifications & Experience

Essential

- Licensed aircraft maintenance engineer/technician (e.g., EASA Part-66 B1/B2, FAA A&P, or equivalent).
- Extensive experience in aircraft maintenance, engineering, or technical-operations leadership.
- Strong knowledge of regulatory frameworks, continuing airworthiness, and maintenance programs.
- Proven leadership experience managing large technical teams and complex operations.
- Excellent communication, decision-making, and problem-solving skills.

Preferred

- Previous experience as Maintenance Manager, Engineering Manager, or senior technical postholder.
- Advanced degree in Engineering, Aviation Management, or related field.
- Experience with fleet-planning, reliability programs, and digital-maintenance tools.
- Familiarity with SMS, FOQA/FDAP, and predictive-maintenance technologies.
- Experience in multi-fleet or international operations.

Key Competencies

- Strong technical and regulatory expertise.



- High safety awareness and operational discipline.
- Strategic thinking and analytical capability.
- Effective leadership and team-management skills.
- Strong financial and commercial acumen.
- Commitment to continuous improvement and engineering excellence.

Tools & Systems Knowledge

- Maintenance-management systems (AMOS, TRAX, Rusada, etc.).
- Reliability-monitoring and airworthiness-tracking tools.
- Technical-records and documentation systems.
- Supply-chain and inventory-management platforms.
- MS Office and executive-reporting tools.

Working Conditions

- Office-based with frequent presence in hangars, workshops, and operational areas.
- Regular interaction with regulators, OEMs, MROs, and industry partners.
- Availability during technical events, AOG situations, or major operational disruptions.
- Collaboration with executive leadership and cross-functional teams.

Role Impact

The Director of Maintenance & Engineering ensures that every aircraft is airworthy, reliable, and safe. By leading engineering strategy, managing maintenance operations, and ensuring regulatory compliance, this role directly influences flight safety, operational performance, and the long-term sustainability of the fleet.



8.115 — Director of Ground Operations

Position Overview

The Director of Ground Operations is the senior leader responsible for the safe, efficient, and customer-focused delivery of all ground-handling and airport-operations activities. This role oversees ramp operations, passenger services, baggage handling, load control, turnaround management, and station operations across the network. The Director ensures compliance with ICAO, IATA, EASA/FAA, and national regulations while driving operational performance, cost efficiency, and service excellence. As a regulatory postholder (where applicable), the Director of Ground Operations plays a critical role in ensuring safety, operational reliability, and customer satisfaction.

Key Responsibilities

1. Ground-Operations Leadership & Oversight

- Provide strategic and operational leadership for all ground-handling and airport-operations functions.
- Oversee ramp operations, passenger services, baggage handling, load control, and station management.
- Ensure safe, efficient, and compliant turnaround operations across all stations.
- Monitor operational KPIs such as OTP, baggage performance, turnaround times, and customer-service metrics.

2. Regulatory Compliance & Postholder Responsibilities

- Serve as the regulatory postholder for Ground Operations (where required by national authorities).
- Ensure compliance with ICAO Annex 14, Annex 17, IATA IGOM, AHM, and national regulations.
- Maintain strong relationships with civil-aviation authorities, airport operators, and regulatory bodies.
- Prepare for and support audits, inspections, and safety-oversight activities.

3. Safety Management & Risk Mitigation

- Enforce the Safety Management System (SMS) within ground operations.
- Ensure adherence to ramp-safety procedures, human-factors principles, and risk-management practices.
- Review safety reports, ground-damage trends, and operational-risk assessments.
- Lead corrective actions, safety campaigns, and continuous-improvement initiatives.



4. Station Management & Network Performance

- Oversee performance of all stations, including outstations and contracted ground-handling providers.
- Ensure consistent service delivery, operational standards, and compliance across the network.
- Conduct station audits, performance reviews, and operational-readiness assessments.
- Support new-station openings, route launches, and operational transitions.

5. Customer Experience & Service Quality

- Ensure ground-operations processes support a seamless, customer-focused travel experience.
- Oversee passenger-service standards, including check-in, boarding, and disruption management.
- Drive initiatives to improve baggage handling, queue management, and service recovery.
- Collaborate with commercial and customer-experience teams to enhance brand perception.

6. Resource, Vendor & Contract Management

- Manage relationships with ground-handling agents, airport authorities, and service providers.
- Oversee contracts, SLAs, and performance-monitoring frameworks.
- Ensure cost-effective procurement of ground-handling services, equipment, and resources.
- Support strategic sourcing, equipment planning, and GSE (ground-support equipment) optimization.

7. Operational Planning & Irregular-Operations Management

- Lead operational-resilience planning, including contingency and emergency-response procedures.
- Oversee IRROPS management, ensuring effective communication and coordination across departments.
- Support operational-control functions during disruptions, weather events, and major incidents.
- Ensure readiness for peak-season operations and special events.



8. Workforce Leadership & Development

- Lead, mentor, and support ground-operations teams across multiple stations.
- Ensure adequate staffing, training, and competency of ground-handling personnel.
- Promote a culture of safety, professionalism, and continuous improvement.
- Support succession planning and leadership development within ground operations.

9. Cross-Functional Collaboration

- Work closely with the COO, Director of Flight Operations, Director of Maintenance, and other executives.
- Ensure seamless coordination between ground operations, flight operations, and customer-service teams.
- Participate in executive committees, safety boards, and strategic-planning forums.
- Support digital-transformation initiatives related to airport operations and passenger services.

Qualifications & Experience

Essential

- Extensive experience in ground operations, airport operations, or airline operational leadership.
- Strong knowledge of regulatory frameworks, ground-handling standards, and airport-operations processes.
- Proven leadership experience managing large, multi-site operational teams.
- Excellent communication, decision-making, and crisis-management skills.
- Demonstrated commitment to safety, compliance, and operational excellence.

Preferred

- Previous experience as Ground Operations Manager, Station Manager, or senior operational leader.
- Advanced degree in Aviation Management, Business Administration, or related field.
- Experience with SMS, operational-risk management, and ground-damage-prevention programs.



- Familiarity with digital-operations tools, AODB/RMS systems, and GSE technologies.
- Experience in multi-airport or international operations.

Key Competencies

- Strong operational and regulatory expertise.
- High safety awareness and operational discipline.
- Excellent leadership and team-management capability.
- Strong customer-service orientation and communication skills.
- Analytical thinking and problem-solving ability.
- Commitment to continuous improvement and operational excellence.

Tools & Systems Knowledge

- Airport-operations systems (AODB, RMS, FIDS, DCS).
- Ground-handling and load-control systems.
- Safety-management and reporting platforms.
- GSE-management and resource-planning tools.
- MS Office and executive-reporting tools.

Working Conditions

- Office-based with frequent presence in airport operational areas (ramp, terminal, baggage halls).
- Regular interaction with airport authorities, ground-handling agents, and regulators.
- Availability during operational disruptions, emergencies, or major events.
- Collaboration with executive leadership and cross-functional teams.

Role Impact

The Director of Ground Operations ensures that every flight is supported by safe, efficient, and customer-focused ground services. By leading operational strategy, managing station performance, and fostering a strong safety culture, this role directly influences on-time performance, customer satisfaction, and the organization's operational reputation.



8.116 — Director of Cargo

Position Overview

The Director of Cargo is the senior executive responsible for the strategic, commercial, and operational performance of an airlines or airport's cargo business. This role oversees cargo sales, operations, network development, product management, compliance, and partnerships. The Director ensures that cargo operations are safe, efficient, profitable, and aligned with international standards such as ICAO, IATA, and national regulations. As a key member of the leadership team, the Director of Cargo drives revenue growth, operational excellence, and customer satisfaction across the global cargo network.

Key Responsibilities

1. Cargo Strategy & Business Development

- Develop and execute the organization's cargo strategy aligned with corporate goals.
- Identify new markets, products, and revenue opportunities across freight, mail, and logistics.
- Lead long-term planning for cargo-network expansion and capacity optimization.
- Monitor global cargo trends, supply-chain dynamics, and competitive developments.

2. Commercial Leadership & Revenue Growth

- Oversee cargo sales, pricing, revenue management, and key-account management.
- Develop commercial policies, distribution strategies, and sales-incentive programs.
- Manage relationships with freight forwarders, integrators, shippers, and logistics partners.
- Drive initiatives to maximize yield, load factor, and ancillary cargo revenues.

3. Cargo Operations & Service Delivery

- Ensure safe, efficient, and compliant cargo operations across all stations.
- Oversee warehouse operations, ramp handling, ULD management, and cargo-terminal performance.



- Monitor operational KPIs such as throughput, handling times, damage rates, and service reliability.
- Lead initiatives to improve cargo-handling efficiency and operational resilience.

4. Regulatory Compliance & Safety

- Ensure compliance with ICAO Annex 18, IATA Dangerous Goods Regulations (DGR), and national cargo-security requirements.
- Oversee cargo-security programs, screening procedures, and chain-of-custody processes.
- Maintain strong relationships with customs, security agencies, and regulatory authorities.
- Support audits, inspections, and safety-management system (SMS) activities.

5. Product Development & Innovation

- Develop and manage cargo products such as:
 - Express and e-commerce
 - Perishables
 - Pharmaceuticals (GDP-compliant)
 - Live animals
 - High-value and temperature-controlled shipments
- Promote digitalization, automation, and advanced cargo-management technologies.
- Support innovation in tracking, customer portals, and cargo-visibility tools.

6. Network & Capacity Management

- Coordinate with flight operations, network planning, and revenue management to optimize cargo capacity.
- Evaluate freighter operations, belly-capacity utilization, and charter opportunities.
- Support fleet-planning decisions related to cargo capability and payload performance.

7. Vendor, GHA & Partner Management

- Manage relationships with ground-handling agents (GHAs), cargo terminals, and logistics providers.



- Oversee contracts, SLAs, and performance-monitoring frameworks.
- Ensure consistent service delivery across the global cargo network.

8. Financial Management & Budgeting

- Develop and manage cargo budgets, forecasts, and financial plans.
- Monitor cost drivers such as handling fees, fuel surcharges, and logistics expenses.
- Evaluate ROI for cargo-infrastructure investments and technology upgrades.
- Drive cost-efficiency without compromising safety or service quality.

9. Leadership & Workforce Development

- Lead and mentor cargo teams across commercial, operational, and support functions.
- Ensure adequate staffing, training, and competency of cargo personnel.
- Promote a culture of safety, professionalism, and customer focus.
- Support succession planning and leadership development.

Qualifications & Experience

Essential

- Extensive experience in air-cargo operations, logistics, or commercial cargo leadership.
- Strong understanding of ICAO, IATA, and national cargo-handling and security regulations.
- Proven track record in revenue growth, operational performance, and strategic planning.
- Excellent communication, negotiation, and stakeholder-management skills.
- Demonstrated leadership experience managing large, multi-site teams.

Preferred

- Previous experience as Cargo Manager, Head of Cargo Operations, or senior logistics leader.
- Advanced degree in Aviation Management, Logistics, Business Administration, or related field.



- Experience with digital-cargo platforms, e-commerce logistics, and supply-chain technologies.
- Familiarity with freighter operations, ULD management, and special-cargo products.
- Experience in international or multi-hub cargo operations.

Key Competencies

- Strong commercial and operational acumen.
- High safety awareness and regulatory discipline.
- Excellent leadership and team-management capability.
- Customer-centric mindset and service-quality focus.
- Strategic thinking and analytical ability.
- Commitment to innovation and continuous improvement.

Tools & Systems Knowledge

- Cargo-management systems (Cargospot, SkyChain, iCargo, etc.).
- Warehouse-management and ULD-tracking systems.
- Safety-management and cargo-security platforms.
- Revenue-management and pricing tools.
- MS Office and executive-reporting systems.

Working Conditions

- Office-based with frequent presence in cargo terminals, warehouses, and operational areas.
- Regular travel to stations, partners, and industry events.
- Availability during operational disruptions, security events, or major cargo incidents.
- Collaboration with executive leadership and cross-functional teams.

Role Impact

The Director of Cargo drives the commercial success and operational reliability of the cargo business. By leading strategy, ensuring regulatory compliance, and delivering high-quality cargo services, this role directly influences revenue performance, customer satisfaction, and the organization's global competitiveness.



8.117 — Director of Airport Operations

Position Overview

The Director of Airport Operations is the senior executive responsible for the safe, efficient, and customer-focused operation of an airport. This role oversees airside, terminal, landside, and emergency-response functions, ensuring compliance with ICAO Annex 14, national aviation regulations, and airport-certification requirements. The Director leads operational planning, resource management, safety programs, and stakeholder coordination to deliver a seamless passenger experience and maintain the airport's operational resilience. As a key member of the airport's leadership team, the Director of Airport Operations plays a critical role in ensuring safety, service quality, and operational excellence.

Key Responsibilities

1. Airport-Operations Leadership & Oversight

- Provide strategic and operational leadership for all airport-operations functions.
- Oversee airside operations, terminal operations, landside operations, and airport-control centers.
- Ensure safe, efficient, and compliant day-to-day airport operations.
- Monitor operational KPIs such as runway availability, OTP, passenger flow, and service-quality metrics.

2. Regulatory Compliance & Certification

- Ensure compliance with ICAO Annex 14, national airport-certification requirements, and safety regulations.
- Maintain strong relationships with civil-aviation authorities, airport-certification inspectors, and regulatory bodies.
- Oversee airport-certification documentation, inspections, and renewal processes.
- Ensure adherence to security regulations (ICAO Annex 17) in coordination with security authorities.

3. Safety Management & Risk Mitigation

- Lead the implementation of the Safety Management System (SMS) within airport operations.
- Ensure compliance with airside-safety procedures, wildlife-hazard management, and runway-safety programs.
- Review safety reports, incident trends, and operational-risk assessments.



- Lead corrective actions, safety campaigns, and continuous-improvement initiatives.

4. Airside Operations Management

- Oversee runway, taxiway, apron, and stand-allocation operations.
- Ensure safe aircraft movements, apron-control procedures, and ground-handling coordination.
- Manage NOTAM processes, airfield inspections, and operational-readiness programs.
- Coordinate with ATC, airlines, and ground-handling agents to optimize airside efficiency.

5. Terminal & Passenger-Flow Management

- Oversee terminal operations, including check-in, security screening, boarding, and baggage systems.
- Ensure efficient passenger flow, queue management, and service-delivery standards.
- Coordinate with airlines, security agencies, and concessionaires to enhance passenger experience.
- Lead initiatives to improve terminal capacity, wayfinding, and operational resilience.

6. Landside Operations & Ground Transport

- Oversee landside operations including parking, roadways, curbside management, and public transport integration.
- Ensure safe and efficient movement of vehicles, passengers, and staff.
- Coordinate with local authorities on traffic management and infrastructure planning.

7. Emergency Response & Crisis Management

- Serve as a key leader in the Airport Emergency Plan (AEP) and crisis-management structure.
- Ensure readiness for emergencies such as aircraft incidents, terminal disruptions, or security events.
- Lead emergency-response exercises, training, and post-event reviews.
- Coordinate with fire services, police, medical teams, and government agencies.

8. Operational Planning & Infrastructure Readiness



- Lead operational-readiness and transition (ORAT) programs for new facilities or infrastructure upgrades.
- Support long-term capacity planning, master-planning initiatives, and capital-investment projects.
- Ensure operational input into design, construction, and commissioning of airport facilities.

9. Stakeholder Coordination & Collaboration

- Work closely with airlines, ATC, ground handlers, security agencies, concessionaires, and government authorities.
- Lead airport-operations committees, daily briefings, and stakeholder-coordination forums.
- Ensure effective communication during disruptions, weather events, and peak-traffic periods.

10. Workforce Leadership & Development

- Lead, mentor, and support airport-operations teams across multiple disciplines.
- Ensure adequate staffing, training, and competency of operational personnel.
- Promote a culture of safety, professionalism, and continuous improvement.
- Support succession planning and leadership development.

Qualifications & Experience

Essential

- Extensive experience in airport operations, aviation management, or large-scale operational leadership.
- Strong knowledge of ICAO Annex 14, airport-certification requirements, and airside/terminal operations.
- Proven leadership experience managing multidisciplinary operational teams.
- Excellent communication, decision-making, and crisis-management skills.
- Demonstrated commitment to safety, compliance, and operational excellence.

Preferred

- Previous experience as Airport Operations Manager, Airside Manager, Terminal Manager, or similar senior role.
- Advanced degree in Aviation Management, Business Administration, or related field.



- Experience with SMS, operational-risk management, and emergency-response programs.
- Familiarity with AODB, RMS, FIDS, and airport-operations technologies.
- Experience in multi-terminal or international airport environments.

Key Competencies

- Strong operational and regulatory expertise.
- High safety awareness and operational discipline.
- Excellent leadership and team-management capability.
- Strong customer-service orientation and stakeholder-engagement skills.
- Analytical thinking and problem-solving ability.
- Commitment to continuous improvement and operational excellence.

Tools & Systems Knowledge

- Airport-operations systems (AODB, RMS, FIDS, DCS).
- Airside-management and inspection tools.
- Safety-management and reporting platforms.
- Terminal-flow and passenger-analytics systems.
- MS Office and executive-reporting tools.

Working Conditions

- Office-based with frequent presence in airside, terminal, and landside operational areas.
- Regular interaction with airlines, ATC, security agencies, and regulators.
- Availability during operational disruptions, emergencies, or major events.
- Collaboration with executive leadership and cross-functional teams.

Role Impact

The Director of Airport Operations ensures that the airport operates safely, efficiently, and seamlessly every day. By leading operational strategy, managing stakeholder coordination, and fostering a strong safety culture, this role directly influences passenger experience, operational reliability, and the airport's reputation.



Last Word

Aviation has always been more than an industry it is a global ecosystem built on precision, discipline, and the unwavering commitment of countless professionals whose work ensures that the world stays connected.

This book was created to honor that commitment.

The job descriptions presented throughout these pages are not merely lists of duties or organizational roles. They represent the collective expertise, resilience, and professionalism that define aviation at every level from the ramp to the cockpit, from the control tower to the boardroom, from the hangar floor to the training academy.

Each position contributes to a chain of safety, efficiency, and service that must never be broken.

As the industry evolves through digital transformation, new regulatory frameworks, sustainability challenges, and emerging technologies so too will the roles and competencies required to support it.

This book is not the final word on aviation careers; it is a foundation. A reference point. A guide to help organizations build clarity, structure, and excellence into their workforce strategies.

May this work support leaders, HR professionals, educators, and aviation specialists in shaping teams that uphold the highest standards of safety, professionalism, and operational integrity.

And may it inspire the next generation of aviation professionals to pursue their roles with pride, purpose, and a deep respect for the responsibility entrusted to them.

Aviation thrives because people make it thrive.

This book is dedicated to them.