**Job Title: Operations Controller**

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| **Role Purpose (position scope)** |
| The Operations Controller will be based at a Draken (Europe) Operational base at Bournemouth International Airport. They will:* + - * Facilitate the effective delivery of the flying programme for all Flight Operations under the guidance of the Ops Control Leadership Team.
			* Coordinate all of Draken (Europe) Operational activities at their respective base, including deployed operations.
			* Conduct legal and compliant Aircrew and Aircraft Rostering when required.
* Build strong working relationships and effectively communicates with the various customer Points of Contact (internal and external) to ensure safe and compliant delivery of contracted services.
* Is the initial focal point for emergency response and undertake any immediate actions as required by the company Emergency Response Plan.
* Undertake out of hours callout (additional renumeration).
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| **Line Manager** | **Dotted Line** | **Direct Reports** | **Dotted Line** |
| Robert Elsom | Nil | Nil | Nil |

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| **Key Responsibilities** |
| **SAFETY*** Operate in accordance with Draken Europe’s Health and Safety Management System Manual. Identify where the SHE Standards are applicable to appointed operations/tasks and apply safe systems of work that have been identified.
* Ensure that all activities are conducted compliantly and in accordance with Standard Operating Procedures and all regulatory and legislative requirements.
* Responsible for undertaking the required actions in response to an accident/emergency and in accordance with procedures laid down in the company Emergency Response Plan and relevant Operations Manuals.

**OPERATIONAL*** Under the direction and guidance of the Team Leader and Operations Manager, coordinate the day-to-day operation ensuring performance targets are met and the operation is deployed safely and efficiently.
* Ensure that any policy breaches are reported to the Team Leader and Operations Manager.
* Liaise with customer organisations, including local aerodromes, to effect operational delivery (external).
* Liaise with relevant agencies/personnel on the execution of the flying program, maintenance of aircraft and management of aircrews (internal).
* Monitor aircraft inflight, responding to any issues as they arise and providing information to the relevant persons (delays or technical issues).
* Be the Operations lead for coordination and planning of detachments away from the Main Operating Base (MOB).

**ADDITIONAL RESPONSIBILITIES*** Monitor and maximise operational performance and revenue within the scope of the role.
* Proactively seek efficiency gains through continuous improvement.
* Perform any other role specific tasks as required by the Team Leader and the Operations Manager.
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| **Key Deliverables** |
| * In the role of Operations Controller, the incumbent will need to make fast, responsive, balanced and responsible decisions, taking into account conflicting needs and operational requirements with revenue protection and industrial/regulatory constraints.
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| **Core Skills** |
| Qualifications and Experience | * Minimum of 3 years experience within an aviaition environment. Ideally a military fast-jet operation (highly desireable).
* Strong academic achievement, typically higher education standard (A-Level) or equivalent (desireable).
* Knowledge of civilian and military aviation rules and regulations (essential).
* SC clearance (essential)
* Knowledge of flight planning software, crew planning and rostering systems (desirable).
* Exposure to both military and commercial aviation sectors (desirable).
* Experience of managing and controlling mulitple resources within a dynamic and fluid environment.
* Have a proven record of managing change (essential)
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| Skills and Behaviours | * Highly numerate and able to demonstrate good analytical skills.
* Self-starting and motivated individual with a high level of interpersonal skills.
* Strong IT literacy and is a capable user of Microsoft Office Suite, with particular experience with MS Word/Excel/Powerpoint.
* Works on own initiative, requiring minimal guidance from their Manager.
* Continually and pro-actively seeks new ways of working to improve overall business performance.
* Possess effective verbal and written communication skills with the ability to adapt communication style to suit different audiences.
* High level of energy and self motivation, often working under pressure and to tight deadlines.
* Needs to be articulate and have the ability to build credible trusting relationships.
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| Communication and Knowledge Sharing | * Get messages understood by adopting a wide range of styles, tools and techniques
* Share information, good practice and expertise with others
* Present sound and well-reasoned arguments to convince others
* Listen actively and objectively without interrupting
* Respond to and discuss issues without being defensive.
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| **Key Measures** |
| * No breaches of regulatory compliance.
* No infringements of the Operations Control Procedures Manual leading to operational failures.
* Successful achievement of contractual Key Performance indicators.
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Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_