**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) |
| 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. |
| 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. |

Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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