**Job Title: Vice President Flight Operations**

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| **Role Purpose (position scope)** |
| The Vice President of Flight Operations is accountable for the strategic leadership and development of Draken’s UK Flight Operations Value Stream. This role drives performance to meet strategic objectives and holds full P&L and balance sheet responsibility for Flight Operations contracts. The VP will develop and execute the Flight Operations strategy, ensure delivery to customer KPIs, and lead continuous improvement initiatives across the function.  This position requires a strong focus on safety, compliance, and operational excellence, with a readiness to travel internationally and work flexibly to support geographically dispersed operations and diverse customer bases.  **SPECIAL CONDITIONS**  The aviation sector is highly regulated and safety and compliance are the highest priority. The VP Flight Operations, in their capacity as an Accountable Manager, must drive and deliver a culture of safety first with a high level of compliance. Existing operations are geographically spread and include a wide range of customers. A preparedness to work additional hours, be on call after hours, travel (sometimes for extended periods at short notice) and hold effective relationships with a broad range of clients with diverse cultural backgrounds is essential. |

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| **Line Manager** | **Dotted Line** | **Direct Reports** | **Dotted Line** |
| UK Managing Director |  | TBC | N/A |

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| **Key Responsibilities** |
| * Safety first. Operate in accordance with the SHE standards. Identify where the SHE Standards are applicable to appointed operations/tasks and apply safe systems of work identified.  |  | | --- | | * Responsible and accountable for the safety and compliance of operational activities within the span of control. |  * Be accountable for the successful execution (cost, quality, schedule) of all Flight Operations Contracts, ground and air operations, and their contribution to effective service delivery. * Be accountable for the delivery of KPI’s for all Operation Contracts and the Flight Operations function. * Lead and manage the implementation of the BU wide Operations priorities, ensuring that the investments align with BU agreed roadmaps, priorities and budgets. * Lead the discussions regarding functionality of the products, integration with existing products, and ease of operations. * Lead the Flight Operations senior management team including the Function Directors and Managers and be accountable for management of the Flight Operations workforce. * Ensure the Function executes to success through diligent planning, attention to detail, and effective delegation. * Ensure appropriate skills and capacity are available to meet the requirements of the BU and deploy resources to most valuable use * Gather and analyse information to define product specifications and review design specifications. * Build cross BU market, customer and product awareness and understanding to support identification and prioritisation of opportunities. * Provide Function leadership, expert advice and direction to the Flight Operations, ensuring that collaboration is occurring across BU functions such as Sales & BD, Finance, Commercial, etc. * Institute a continuous improvement culture, practice and process across the Function * Identify and implement continuous improvement opportunities across the Function. * Promote the company and develop and maintain exceptional customer and stakeholder relationships as required to support the BU goals and plans. * The management, development and welfare of all staff covering morale, recruitment, selection, talent development, performance management and succession planning * Compliance with the Draken Policies and Procedures, and Company ethics. * Provide Function leadership through the provision of expert advice, and collaboration and knowledge sharing within the BU * Recommend changes, enhancements and expansion of the operations process framework * Any other duties that are reasonably requested by management within the capability of the incumbent. |

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| **Core Competencies** |
| **Personal Skills/Abilities:**   * Proven leadership in aviation operations, ideally with prior experience as an Accountable Manager for a complex AOC. * Strong understanding of aviation safety and compliance. * Demonstrated ability to manage large teams and influence across geographies. * Commercial acumen with a track record of delivering challenging KPI results. * Ideally experience in Operational Readiness Training (ORT) or Maritime Surveillance. * Excellent relationship-building and negotiation skills. * Ability to lead through ambiguity and make decisive calls under pressure. * Eligible for security clearance commensurate with operational responsibilities.   **Experience:**   * Commercially minded with some military background to be able to form strong and influential relationships with a broad range of executive stakeholders. * The proven ability to create, manage and deliver challenging P&L results over time. * Track record of excellent customer and industry relationships with the reputation for innovative customer-focused solutions. * Understands technical aspects of Operational Readiness Training (ORT), Maritime Surveillance operations, Remote Piloted (RPAS) operations and Search and Rescue (SAR) operations in order to effectively lead the team and build relationships with customers that lead to business growth. * Experience of a senior role with International responsibility. * Excellent experience as an inspiring Operations leader, managing large teams with a proven ability to influence across multiple geographies. * A laser focus on outstanding business outcomes with effective and fast decision making capability. * Experience in making successful trade-offs that balance the short and long term product direction. * Ability to work well in ambiguous situations with confidence. * Capable of making tough calls in a complex and ambiguous environment and leading through adversity all the while keeping a sharp focus on the eventual meaningful outcomes * Excellent organisational, communication, and leadership skills. * Ability to obtain security clearance commensurate with operational responsibilities. |

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| **Key Measures** |
| * To meet or exceed KPI delivery for Operation Contracts and have high customer satisfaction * Quality and timeliness of contract execution. * High levels of staff morale, and direct involvement in staff development, and succession planning. * Compliance with corporate frameworks and safety standards. * Contribution to the company’s Strategic Plan. |

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

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

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