**Job Title: Draken Europe – Flight Operations Service Delivery Manager**

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| **Role Purpose (position scope)** |
| The Flight Operations Service Delivery Manager (FOSDM) role is a dual-aspect role. It is designed to primarily provide the bridge between the BD and Programmes side of the organisation and Flight Operations and, secondarily, to support Flight Operations with the development of key technical documents in the regulated environment.Specifically: 1. be the Flight Operations lead providing support to the Draken BD team to create innovative, deliverable operational solutions for our customers within the flight operations functional capability and capacity, whilst remaining compliant with the relevant aviation regulatory framework;
2. coordinate and manage the implementation of new capabilities into the Flight Operations department.
3. Lead on the mobilisation aspects and the management of change activities associated with new contracts and capabilities
4. take responsibility for proposing and authoring key flight operations technical documentation

The individual appointed must be able to work in close partnership with the business functional areas to ensure that the right capabilities are delivered. As such the FOSDM is required to have detailed knowledge of, and credibility in, the operational areas of the business, specifically the type of flight operations carried out by Draken.To realise the benefits of this role, the BD and Programme functions must be closely aligned to and maintain a solid understanding of operational priorities and contractual commitments such that changes can be optimised, sequenced and effectively introduced. The FOSDM will need to actively interface across both of these areas.The role reports to the Director Flight Operations and is based primarily at Bournemouth International Airport with an occasional need to travel to support customer meetings and to visit operational bases.The civil aviation sector is highly regulated, with safety and compliance the highest priorities. To this end, the individual in role must champion these priorities. In addition, Draken is committed to the highest standards and the provision of exemplary special mission operations in all its forms. In developing safe, compliant operational solutions for the BD team and in creating technical documentation, the FOSDM has particular responsibilities to ensure that output quality and accuracy is to a high standard with a focus on developing, maintaining and continuously improving over time. The FOSDM is to promote behaviours that align with these values. |

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| **Line Manager** | **Direct Reports** |
| Director Flight Operations | Nil  |

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| **Key Responsibilities** |
| * Develop and maintain a detailed understanding of the Flight Operations function across the range of contracts, geographical locations, platform types and role equipment including capabilities, capacity, regulatory environment and approvals.
* Provide Flight Operations functional support to the BD team such that your subject matter expertise can be brought to bear in optimising innovative, regulatory compliant solutions for our customers.
* Become familiar with the Business Win Process to enable the submission of accurate and timely deliverables in support of the bid process.
* Contribute to the development of the Change Management strategy for Flight Operations.
* Coordinate the preparation of the relevant parts of the Flight Operations organisation for change.
* Ensure effective communications across all areas of the business impacted by the required change programmes.
* Monitor and report on the ongoing capacity to cope with levels of change and any deterioration in performance.
* Advise programme managers / project managers whether the work of the programme / project covers the necessary aspects required to deliver the outcomes from the change programme.
* Where necessary, support the affected business areas to manage the change to any new ways of working.
* Ensuring stability is maintained during any transition and that the changes are effectively integrated into the business.
* Optimising the timing of the release of programme / project capabilities into the operational environment.
* Review and evaluate regulatory changes as they apply to the flight operations environment and prepare amendments for approval and inclusion in the suite of supporting technical documents.
* Prepare for amendment to the suite of flight operations-related technical documents as required by the DFO and broader management team.
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| **Key Deliverables** |
| * Contribution to the various BD planning forums such that support can be provided to meet bid timelines.
* Deliverables in support of the BD Business Win process.
* Develop and coordinate an effective management of change process for Flight Operations that is compliant with the aviation regulations.
* Report on the readiness to change, achievement of outcomes and realisation of benefits.
* Carry out reviews to ensure that new capabilities are properly embedded and established.
* Coordination, control and distribution of accurate, effective amendments and updates to the Flight Operations technical documentation suite, as directed by the DFO.
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| **Competence Requirements** |
| Personal Skills/Attitude* Ability to collaborate effectively across the organisation to create innovative, compliant solutions for our customers.
* Well organised and able to prioritise effectively to meet tight deadlines.
* Working on and managing multiple projects / activities simultaneously.
* Management skills to coordinate personnel from different disciplines and with differing viewpoints.
* Change management skills and enough experience to be able to bring order to complex situations and maintain focus on the programme / project objectives.
* Good written skills such that you are able to represent complex aviation-related regulatory matters in a concise manner for our customer community, where necessary.
* Attention to detail.
* Proactive and able to work independently.
* High level of personal and professional integrity.
* Good self-awareness and strong team-working.
* Curious and inquisitive.

Security* UK National capable of gaining and maintaining a Security Check (SC) clearance (Essential)

Educational Vocational Qualifications * Degree level qualification. Highly desirable.

Knowledge* UK civil aviation regulatory environment. Highly desirable.
* UK military aviation regulatory environment. Highly desirable.
* High level of competence with the suite of Microsoft Office tools.
* Use of Change Management tools and processes. Highly desirable.
* Project Management tools and processes. Highly desirable.

Experience* Working in a commercial organisation creating solutions for customers. Desirable.
* Evidence of using change management and project management tools and techniques. Highly desirable.
* Commercial or military aviation background having held or currently holding a civil commercial pilot’s licence. Highly desirable.
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Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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