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| **Role Title:** | Pilot Manager |
| **Department:** | Flight Operations |
| **Location:** | Guernsey |
| **Reports To:** | Head of Flight Operations |
| **Contract Hours:** | Full time (35 hours/week): Predominantly Monday – Friday, 09:00 – 17:00 (1 Hour Lunch), or as rostered. Flexibility Required: Weekends and outside standard hours when the business requires |
| **Role Purpose:**The Pilot Manager, reporting to the Head of Flight Operations, is responsible for leading a team of pilots. Responsible for providing guidance and support to team members, overseeing the recruitment and onboarding process. Responsible for driving pilot engagement, managing performance and overseeing workflow, quality and compliance, and developing and building pilot alignment to company culture. Responsible for the Aircrew handbook, departmental communications and departmental application of HR policies.  |
| **The Role: *(Responsibilities and Tasks)*** The PM is responsible for: • The line management of pilots, being highly visible and accessible to their team. • Manage recruitment, onboarding, continued professional development and departure process* Maintain pilot establishment levels to the required levels as determined by the HoOC.

• Monitoring and taking action to improve and maintain pilot attendance. • Manage the Balance Score Card annual appraisal process for pilots.• Responsible for driving pilot engagement, managing performance, and overseeing workflow, quality, and compliance. • Developing and building pilot alignment to company culture. • Manage conflict resolution, disciplinary actions, and performance management for non-compliance to company procedures. • Monitoring and taking action to improve and maintain pilot attendance.• Implementing continuous improvement and supporting the change process through awareness and educational engagement to deliver improvements in working practices.• Carry out other duties as delegated by the HOFO.• Maintaining a Local Procedures Manual, which includes a detailed procedure to demonstrate compliance monitoring of procedures to ensure operational safety requirements are met.  |
| **Balance Score Card (Accountabilities)** * Recruitment of pilots in line with HR process, within budget and meeting the Company’s needs.
* Managing the on boarding process for pilots.
* Managing the pilots’ welfare, performance, discipline, absence
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| **Essential Skills/Experience:*** Experience in writing operational manuals, notices or instructions
* Previous line management experience within a multi-faceted department.
* Experience in a customer focus role
* Collaborative approach to reaching satisfactory outcomes across departments
* Experience of managing complex employee matters whilst complying with legislative

requirements* Flexible approach to adapting situations
* Patient and calm approach to people management situations
* Ability to use active listening skills and understanding of employee concerns
* Conflict resolution experience
* Strong organisational skills to coordinate evolving situations and tasks simultaneously
* Understanding and exposure to Company policies and procedures and evidence of implementing these effectively to satisfactory outcome
* Understanding of Guernsey working environment and island culture
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| **Desirable Skills/Experience:*** 3 years plus at managerial level
* Coaching and mentoring skills
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| **Professional and/or regulatory requirements:*** Local status to live and work on Guernsey
* 5 Years employment record, and satisfactory Basic Police Disclosure (for Airside pass application)
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| **All about you:** Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company. |

***PROUD OF YOU PROUD OF OUR AIRLINE***

*Our* ***PEOPLE*** *have the potential to achieve, to soar higher and further than they believed possible.*

*Our culture is one of* ***RESPECT****, inspiration and excellence from the ground to the clouds.*

*With their energy and commitment, our teams on land and in the air make our airline* ***OUTSTANDING****.*

*We operate with integrity, transparency, honesty and dependability; we stand* ***UNITED*** *as one. Safety is paramount, central to everything we do.*

*We are prepared to go the extra mile to* ***DELIVER*** *a service to our customers that we are PROUD of.*