



STATION MANAGER -
SOUTHAMPTON

Role Title:	Station Manager – Southampton
Location:	Southampton
Reports To:	Head of Ground Operations
Hours:	37.5 Hours Per Week

Role purpose:

The Station Manager is responsible for the smooth, effective and efficient running of the Station to support the Aurigny and customer airlines' flight schedule into Southampton, within budget.

Key Accountabilities:

- Has overall responsibility for the efficient staff and resource management of the Station, including:
 - staff rostering and holiday management
 - Responsible for the efficient planning of available manpower and equipment to meet the seasonal demands
 - Recruitment both permanent and temporary staff with support of DM
- Sets and maintains operational and ground handling standards for the Station.
- Formulates Station budgets for manpower, ground equipment and all Station expenses such as
 - telephone, cleaning, and refurbishments.
- Undertakes staff performance reviews, undertakes, and monitors performance issues, identifies, and arranges internal and external training as necessary and required.
- Acts as the representative of Senior Management in local Company negotiations.
- Acts as Company representative at senior level when dealing with external suppliers of goods and services.
- Authorises payment to suppliers of goods and services following Company guidelines.
- Will take up the duties and responsibilities that from time to time will be assigned to the post holder in the Company Emergency Procedures Manual
- Any other administration tasks relating to the Operations Department as delegated by the Accountable Manager
- Review Ground Incident reporting in Centrik and identifies solutions within the allocated time scales
- Manages Health and Safety of direct reports.
- Responsible for the implementation of new working practices as required. Undertakes evaluation of staff input and provides Company feedback arranges implementation of ideas where appropriate
- Responsible for ensuring that Standards and Practices as laid down in the Ground Operations Manual
- Ensure the companies On Time Performance targets are above minimum levels
- Ensure that customer service is always of the highest standard
- Maintains a highly motivated team, encouraging initiative and understand team challenges at all levels.
- Ability to understand, create and use analytical data to drive direction and standards.



Assets <ul style="list-style-type: none">• Recommends selection of local suppliers for goods and equipment maintenance on the basis of commercial considerations and monitors quality of service planning• Produces Station manpower and equipment budgets, including estimates for overtime payments and ad-hoc expenses.• Plans and implements rosters for staff and the allocation of materials to meet seasonal demands in the most cost-effective manner.• Plans effective coverage for Contract Carriers for both staff and equipment to ensure that contract specifications are met.
Financial <ul style="list-style-type: none">• Responsible for negotiating terms and conditions with suppliers of goods and services within approved budget parameters.• Responsible for ensuring that budgets agreed are monitored on a regular basis, and are not exceeded.• Responsible for identifying significant variances and notifying Head of Ground Operations of progress on a regular monthly basis.• Responsible for getting approval for Capital Expenditure from Head of Ground Operations.
Confidential Material <ul style="list-style-type: none">• Ensures the security of confidential and commercially sensitive material such as Marketing• promotions, profit and loss accounts, disciplinary findings, appraisal results et al both Station specific and at Company level.
Essential Skills: <ul style="list-style-type: none">• Ideally have a proven track record of working in a managerial position within the airline industry, and leading a small team• Have an understanding how to lead a team• Must be proficient in Microsoft Word and Excel• Must be a strong communicator, and be able to interact with all staff across the business• Flexible approach to working hours as necessary• Be well organised with good attention to detail, and have a can-do attitude towards work• Be proactive in approach to all responsibilities with ability to work on own initiative and to specific deadlines• Ability to recognise and deal with challenges promptly and efficiently• Demonstrates qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility• Proven ability to work under pressure and to tight deadlines• Excellent interpersonal and communication skills
Professional/Regulatory Requirements: <ul style="list-style-type: none">• A basic Police Clearance Certificate deemed satisfactory to Aurigny• A driving licence to enable driving airside <p>Level 5 in management and Leadership</p>

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.