



**JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES**

<b>Role Title:</b>	Relief Duty Manager
<b>Location:</b>	Guernsey
<b>Reports To:</b>	Station Manager / Duty Manager
<b>Hours:</b>	Full Time – 37.5 per week on a shift system
<p><b>Role Purpose:</b>          As a Relief Duty Manager, you will be required to assist the Station Manager in the effective operation of Ground Handling at Guernsey Airport, the role is to also ensure compliance with Health and Safety, Airport Security and enforcing policies and procedures of the Company and other customer airlines. You will be responsible for influencing, motivating, and guiding a team, delivering high standards and achieving of On-Time Performance (OTP). Coordination of all functions required enabling the safe, on time departure of aircraft within their scheduled turnaround times in accordance with the Aurigny Air Services Ground Operations Manual or other airlines Ground Handling Manuals. To be part of a dynamic team in the day-to-day operations, responsible for ensuring the airline products are delivered consistently in line with service level standards set for both on time and station performance.</p>	
<p><b>The Role:</b></p> <ul style="list-style-type: none"> <li>• Assist the Station Manager to ensure adequate staff and resources are in place to enable the safe and efficient operation of the Station.</li> <li>• Ensuring that all staff on shift are in the right place at the right time to meet incoming aircraft and dispatch outgoing.</li> <li>• Identifying with the Training Manager what staff require refresher training and releasing them accordingly to attend, whilst ensuring sufficient staff are available for each shift.</li> <li>• Acting in accordance with the Operations Manual Part F to ensure the safety of staff and passengers.</li> <li>• Administrative tasks as necessary.</li> <li>• Reviewing procedures and documents associated with the role of Duty Manager</li> <li>• Calling in standby staff when existing staff go sick but keeping in line with budgetary requirements.</li> <li>• Liaising with Airport Managers in the absence of the Aurigny Station Manager regarding a variety of matters.</li> <li>• Meet targets for On-Time Performance including monitoring OTP data.</li> <li>• Ensuring company timelines (PTS) are met for each turnaround.</li> <li>• Deliver presentations to the Station Manager and/or senior management in respect of shift challenges (i.e. staffing, security, safety, etc)</li> <li>• Other tasks as delegated by the Station Manager.</li> <li>• Will be accountable to senior management in respect of events which occur during the shift.</li> <li>• Meet set targets by your Balance Score Card, and review with the Station Manager.</li> <li>• Responsible for a safe, secure &amp; correct aircraft arrival/departure from its parking stand to push back. This includes overseeing the safety of the entire operation on the ramp area, involving all staff and third parties.</li> </ul>	

Relief Duty Manager  
 Guernsey  
 Updated 26<sup>th</sup> March 2024



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- Comply with Directives as set by both DFT & CAA.
- Coordinating the safe and timely delivery of all services to the aircraft at the request of the crew or engineers.
- Responsible for ensuring that a FOD check has been completed before arrival and the aircraft guidance system is activated if safe to do so (If applicable).
- Foster and enhance the relationships between staff, the airport and contracted service providers to deliver outstanding customer service.
- Responsible for ensuring airline products are delivered consistently to demanding service level standards and on time performance standards.
- Challenge traditionalism within the airport, think out of the box and encourage innovative ideas from all staff.
- Assisting with disruption management and communicating the status of the aircraft they are responsible for.
- To understand delay coding and use effectively passing any delays to the Load Control Department. Local Ops and Load Control Oversight, including Load sheet preparation.
- You will read and sign the latest SOP's and memos.
- When the Station Manager is on holiday or absent, you may be asked to cover some or all duties.

### Essential Skills/Experience:

- 2 year experience managing a team in a fast-moving, customer-focused environment.
- Will need to be competent in Microsoft Office (i.e. outlook, excel, PowerPoint, word)
- Must be always smart and presentable.
- Ability to deliver presentations.
- Be well organised with good attention to detail.
- Be proactive in approach to all responsibilities with the ability to work on your 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 tight deadlines.
- Flexible approach to working hours as necessary.
- You will be well organised, have meticulous attention to detail and accuracy, able to work on your initiative to specific deadlines, and can recognise and deal with challenges promptly and efficiently.
- You will have the ability to work within a pressurised environment being flexible to adapt to changing demands/circumstances.
- You will be a team player with strong interpersonal skills.
- You will have the ability to influence, negotiate and communicate effectively at all levels.
- Be well organised with good attention to detail.



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### Desirable Skills/Experience:

- Previous management experience.
- Basic IT Skills
- An interest in Aviation
- Good Numeracy Skills

### Professional and/or regulatory requirements:

- Clear Police check
- Full Driving Licence
- Full 5 year employment history with references

**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.*