

Aurigny Air Services

Duty Manager (Gatwick)

Introduction:

As Duty Manager at London Gatwick, you will support the Station Manager in the safe and efficient operation of Aurigny's ground handling activities. You will act as the senior company representative on shift, ensuring compliance with health, safety, and security requirements, and leading a team to deliver operational excellence, high levels of customer service, and industry-leading On-Time Performance (OTP).

This is a hands-on leadership role requiring strong decision-making, people management, and stakeholder liaison to ensure Aurigny's flights operate safely, punctually, and with minimal disruption to customers.

Reporting to: Station Manager

Location: London Gatwick Airport

Main Duties:

Operations & OTP -

- Lead and supervise all ground handling activities during duty watch, ensuring safe and efficient aircraft turnarounds.
- Monitor and achieve OTP targets, using performance data to identify areas for improvement.
- Act as Incident Manager for irregular operations (delays, diversions, cancellations), coordinating responses to minimise customer impact.
- Ensure resources are allocated effectively, especially during disruption, to maintain service resilience.

Compliance & Safety -

- Enforce compliance with Aurigny and customer airline procedures, safety standards, and security regulations.
- Ensure staff work in accordance with the Operations Manual, Ground Operations Manual, and Airport Authority requirements.
- Maintain accurate documentation, reports, and shift logs, including recording safety events, complaints, or injuries with follow-up actions.
- Support a proactive safety reporting culture and contribute to audits, inspections, and investigations as required.

People Leadership –

- Directly manage Senior Traffic Agents, Traffic Agents, Dispatchers, and seasonal staff on duty.
- Ensure staff are correctly positioned for arrivals and departures, and that uniform and discipline standards are maintained.
- Provide coaching, motivation, and guidance to the team, ensuring high levels of performance and customer service.
- Release staff for training and refresher courses while maintaining safe staffing levels.
- Deputise for the Station Manager when required.

Stakeholder Management & Reporting –

- Act as Aurigny's senior representative with Gatwick Airport Limited (GAL), airport authorities, PRM providers, and partner airlines during duty periods.
- Liaise with Flight Crew, ATC, engineering, and cleaning providers to ensure smooth operations.
- Deliver shift handovers with clear updates on staffing, operational issues, and planned activity.
- Present reports, shift performance data, and recommendations to the Station Manager and senior management.

Financial & Administrative Duties –

- Ensure the secure handling of accountable documents and company property.
- Authorise expenditure related to disruption and passenger welfare, within company guidelines.
- Monitor collection of excess baggage charges and other revenue opportunities.
- Complete required administrative tasks, reports, and records in a timely and accurate manner.

Skills and Attributes:

- Minimum 5 years' experience in an aviation/airport operations environment.
- At least 3 years' experience managing teams in a high-pressure, customer-facing role.
- Strong knowledge of ground handling processes, turnaround management, and OTP.
- Competence with Microsoft Office (Outlook, Excel, PowerPoint, Word).
- Excellent leadership, interpersonal, and communication skills.
- Proven ability to manage disruption and make confident, time-critical decisions.
- Ability to remain resilient under pressure and work to tight deadlines.
- Flexible approach to working hours and willingness to cover operational demands.

Professional and/or regulatory requirements:

- Familiarity with A-CDM processes and operational systems at a major UK airport.
- Experience with Safety Management Systems (SMS) and contributing to incident investigations.
- Knowledge of IOSA/ISAGO standards and audit processes.
- Previous experience managing operations at a hub or multi-airline station.

About you

Friendly, approachable, and professional, you will lead by example and inspire those around you. You will take pride in delivering excellent customer service and ensuring passengers have a safe, efficient, and positive experience. You are adaptable to change, thrive under pressure, and support Aurigny's values at all times.