



JOB & PERSON SPECIFICATION

Role Title:	Chief Operations Officer (COO)
Department:	Operations
Location:	Guernsey
Reports To:	CEO
Direct Reports:	Head of Flight Operations (HOFO) Head of Ground Operations (HOGO) Head of Operations & Crewing (HOOC) Head of AOC Safety, Compliance & Security (HOSCS) Aviation Security Manager
Contract Hours:	37.5
<p>Role Purpose: The Chief Operations Officer (COO) is responsible for the overall operational management and strategy of Aurigny and is the Accountable Manager for the Air Operator’s Certificate (AOC). This role involves leading all aspects of flight operations, operations control, ground handling, passenger services, safety, compliance and security. The COO will ensure that Aurigny operates efficiently, safely, and in full compliance with regulatory standards, while also driving continuous improvement initiatives. The role requires a strategic leader with in-depth aviation expertise who can lead the company through growth and ensure operational resilience in a highly regulated environment.</p>	
<p>The Role: <i>(Responsibilities and Tasks)</i></p> <p><u>Operational Leadership:</u></p> <ul style="list-style-type: none"> • Lead and manage day-to-day operations across all departments, including flight operations, operations control, ground operations, passenger services, safety, compliance and security. • Develop and implement operational strategies, policies, and procedures that enhance efficiency, safety, and regulatory compliance. • Ensure all operations meet regulatory requirements from bodies such as the CAA, EASA (where applicable), and other relevant aviation authorities. • Take ownership of operational disruption, ensuring that challenges such as delays, cancellations, and logistical issues are managed proactively and effectively, minimizing impact on passengers and operational continuity • Demonstrate strong leadership during unforeseen operational disruption by coordinating efforts across teams, maintaining clear communication with all stakeholders, and driving timely resolutions. <p><u>Safety & Compliance:</u></p> <ul style="list-style-type: none"> • Act as the Accountable Manager for the AOC and Continuing Air Worthiness, ensuring that all safety procedures are adhered to and promoting a robust safety culture across the airline. • Oversee safety and compliance initiatives, chairing the Safety Review Board (SRB), Compliance Review Board (CRB), 	



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- Ensure all activities are compliant with industry standards and regulations, proactively addressing any emerging risks.

Financial & Performance Management:

- Manage the departmental operational budget, ensuring financial control and efficiency across all functions.
- Monitor and report on key performance indicators (KPIs) related to operational performance and safety
- Collaborate closely with the CFO to ensure alignment between operational decisions and the company's financial objectives.

Strategic Planning:

- Collaborate with the CEO and other senior executives to shape Aurigny's long-term operational strategy, focusing on sustainable growth and resilience.
- Develop initiatives to safeguard and enhance the operational readiness of Aurigny, including contingency planning for critical operations.

Team Leadership:

- Lead, mentor, and develop a high-performing team of operational leaders, fostering a culture of collaboration, accountability, and excellence.
- Manage internal and external relationships with key stakeholders, including regulatory bodies, unions, the airport and ground handlers.

Crisis & Risk Management:

- Lead the organisation's response to operational emergencies, ensuring that risks are mitigated and issues are resolved quickly and effectively.
- Develop and maintain contingency plans to safeguard critical operations and ensure business continuity.
Take full management responsibility for handling crises, including severe weather disruptions, technical failures, or any other operational emergencies, ensuring that the airline's reputation and customer trust are preserved.

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Balance Score Card (Accountabilities)

- Safety delivery as measured by SRB outcomes.
- Compliance delivery as monitored by CRB metrics.
- Operational performance as measured by the Operations Delivery Group (ODG).
- Financial performance against budgetary targets.
- Effective stakeholder and regulator relationships.

Essential Skills/Experience – within the Aviation Industry:

- Extensive experience in senior operational aviation management, with direct accountability and line manager experience for operations, including operations control and crewing, flight and ground operations,
- Strong track record in safety, regulatory compliance, and operational efficiency.



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- Demonstrated ability to lead change, develop effective structures, and foster a culture of continuous improvement.
- Proven ability to manage complex relationships and drive strategic initiatives.
- Appropriate qualifications and experience to gain CAA Accountable Manager approval.
- Evidence of knowledge and understanding of Safety Management Systems.

Desirable Skills/Experience:

- Prior experience as a Nominated Postholder with CAA approval.
- Comprehensive knowledge of operations, including operations control and crewing, flight and ground operations, plus a solid understanding of operational regulatory requirements, safety management
- Expertise in stakeholder management, particularly with aviation regulators and industry partners.
- Experience of senior aviation management within an Island community and/or state-owned airline.

Professional and/or regulatory requirements:

- Must satisfy the requirements to be approved as an Accountable Manager by the UK CAA.
- Exposure to CMI and/or IoD principles.

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.*