

It is important that all employees understand their respective accountabilities and responsibilities and comply with the requirements and procedures issued by the company and all reasonable requests by their line manager as applicable to their duties.

**Position:** Operations and FISO

**Location of work:** Manchester Barton Aerodrome

**Accountable Superior:** Senior FISO

### **Role Purpose and Scope**

- To undertake responsibility for the safe operation of the aerodrome on a day-to-day basis, as designated Aerodrome Duty Officer.
- To provide an Aerodrome Flight Information Service.
- To co-ordinate and carry out administrative duties including processing and receipt of landing/fuel fees and PPRs/book outs, and operational duties in accordance with defined procedures within the Aerodrome Manual and related documents.
- To provide and co-ordinate all operational activities.
- To carry out runway inspections and determine the operational state of the aerodrome.
- To perform operational support duties including wildlife control, aerodrome maintenance, aircraft marshalling and aircraft fuelling.
- To carry out FISO training and instruction to maintain own qualifications and to support training of others.

### **Responsibilities**

- Ensure compliance with procedures and legislation relevant to the role.
- Observe and maintain the commercial confidentiality and security of the company and its assets.
- Respond to directives, carry out instructions and implement procedures as required by the Senior FISO or Aerodrome Manager.

### **Authorities and Discretion**

- Authorised to permit, restrict or deny the movement of aircraft for reasons of safety, breach of aviation regulations, security, non-payment of fees, under the direction of the Commercial & Business Development Manager or Aerodrome Manager.
- Carry out authorisations and implement instructions on behalf of the Aerodrome Manager.

### **Role Relevant Skills**

- Excellent IT skills including use of Office 365.
- Excellent written and verbal communication skills.
- Good interpersonal skills, able to develop good working relationships with employees and external stakeholders.
- Excellent organisational skills.

- Able to work with others at all levels within the organisation.
- Able to work flexibly to meet the needs of the company.
- Able to manage and prioritise own time and work effectively.
- Able to work well under pressure.
- Willing to self-develop, undertaking training courses to support additional duties and responsibilities within the role.

### **Qualifications and Experience**

The holder must

- Hold a current UK driving licence.
- Be capable of training for and obtaining a UK AFISO licence and validation.
- Be of suitable medical standard as required by the role.
- Have an ability to work in a high multitasking environment.
- Be a good team player.
- Be able to train others effectively.

### **Additional, Desirable Qualifications/Experience**

- Be self-motivated.
- Customer focussed.
- Previous experience within an airport operational or ATS environment.
- Aviation qualifications such as a PPL/RTF licence.
- Demonstrate a keen interest in aviation.

### **Additional Information**

This role will involve regular weekday and weekend work, along with requirements to work on an ad-hoc basis to support the operation of the aerodrome.

**Position:** Business Development Assistant

**Location of work:** Manchester Barton Aerodrome

**Accountable Superior:** Commercial & Business Development Manager

### **Role Purpose and Scope**

- Assist in the generation of new business, identifying opportunities and new initiatives for growth.
- Assist in the co-ordination of, and participation in events, conferences and hospitality where appropriate and follow up any leads efficiently as directed.
- Providing front facing reception services to meet customer needs and enquiries, including processing of payments, accounts administration and recovery of debt.
- Provide administrative processes and liaise with Peel departments, as necessary.
- Be an external interface for the company, including corporate, media, press and social responsibilities.
- To promote and develop the business in accordance with company core values.

### **Responsibilities**

- Maintain the provision of high customer service.
- Prepare and produce reports and presentations as required.
- Maintain and update all CRM activity.
- Ensure that all general customer enquiries and complaints are processed effectively.
- Observe and maintain the commercial confidentiality and security of the company and its assets.
- Ensure all expenditure is approved and within budgets and targets.
- Respond to directives, carry out instructions and implement procedures as required by the Commercial & Business Development Manager or Aerodrome Manager.

### **Authorities and Discretion**

- Carry out authorisations and implement instructions on behalf of the Commercial & Business Development Manager or Aerodrome Manager.

### **Role Relevant Skills**

- Excellent IT skills including use of Office 365.
- Excellent written and interpersonal skills, able to develop good working relationships with employees and external stakeholders.
- Excellent organisational skills, with thoroughness and attention to detail.
- Good numerical skills including knowledge of budgets and budgetary control.
- Able to work with others at all levels within the organisation.
- Able to work flexibly to meet the needs of the company.
- Able to manage and prioritise own time and work effectively.
- Able to work well under pressure.
- Able to work to targets and deliver results.

- Willing to self-develop, undertaking training courses to support additional duties and responsibilities within the role.

### **Qualifications and Experience**

The holder must

- Be an accomplished networker.
- Have good commercial knowledge of the aviation sector.
- Have excellent presentation skills.
- Have the ability to work autonomously.

### **Additional, Desirable Qualifications/Experience**

- Self-motivated and results orientated.
- Commercially astute.
- Able to manage own time and appointment diary effectively.
- Customer centric solutions provider.
- Team player.

### **Additional Information**

Evening, weekend and work away from the office may be required on an ad-hoc basis.