



## Vacancy: Airport Duty Manager

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| <b>VACANCY:</b>       | <b>Airport Duty Manager</b>                       |
| <b>DEPARTMENT:</b>    | <b>Operations</b>                                 |
| <b>REPORTING TO:</b>  | <b>Terminal &amp; Security Operations Manager</b> |
| <b>WORKING HOURS:</b> | <b>42 hours per week</b>                          |

The Airport Duty Manager (ADM) is the airport's senior operational representative on duty, coordinating the safe, secure, compliant and customer-focused delivery of the live operation. Acting in the best interests of Belfast City Airport and its customers, the ADM makes timely operational decisions, leads the response to disruption and incidents, and ensures effective communication and escalation across airport departments, airlines, ground handlers, control authorities and other business partners.

### Key Responsibilities:

#### Operational

- Lead and coordinate all airport operations on a real-time basis, working collaboratively with Airfield Operations, Aviation Security, Ground Handling Agents, Airlines, and Emergency Services to ensure the efficient delivery of the airport operation.
- Act as the senior operational decision-maker on duty, maintaining situational awareness across all areas of the airport and ensuring operational resilience at all times.
- Ensure ongoing compliance with all CAA, Department for Transport, health and safety, environmental and airport regulatory requirements.
- Monitor key operational performance indicators and utilise operational data to identify trends, mitigate risks, improve performance and support business objectives.
- Drive continuous improvement initiatives across the airport operation, identifying opportunities to improve efficiency, customer experience and operational effectiveness.
- Manage operational disruption, severe weather events, security incidents and emergency situations, providing clear leadership and decisive action to minimise operational impact.

- Conduct first-stage threat and security assessments, escalating and coordinating response activities where required.
- Ensure all safety events, incidents and near misses are accurately recorded, investigated and effectively managed through the Safety Management System.
- Lead operational response activities in accordance with the Airport Emergency Orders and Business Continuity Plans
- Deliver projects and operational improvement programmes as directed by the Head of Operations and Terminal & Security Operations Manager.
- Work effectively under pressure, managing multiple priorities, changing operational demands and tight deadlines while maintaining a high standard of decision-making.

### **Stakeholder & Contract Management Support**

- Act as the primary operational point of contact for airport stakeholders, building and maintaining strong professional relationships with business partners, airlines, government agencies and regulatory authorities.
- Manage and monitor the performance of allocated service contracts, ensuring contractual obligations, service level agreements and key performance indicators are achieved.
- Identify service delivery issues and work proactively with suppliers and contractors to implement corrective actions and continuous improvement measures.
- Support contract review processes, performance meetings and procurement activities where required.
- Represent the airport at operational meetings, audits, stakeholder forums and industry events
- Contribute to business planning activities through the identification of cost-saving opportunities, efficiency improvements and revenue-supporting initiatives.

### **Customer Experience**

- Lead by example in delivering exceptional customer service, ensuring passengers receive a safe, efficient and welcoming experience.
- Act as an escalation point for complex customer issues, operational complaints and service recovery situations.
- Monitor customer service standards and operational performance to identify opportunities to enhance the passenger journey.
- Ensure customer enquiries, complaints and operational concerns are managed professionally and resolved within agreed timescales.

### **Leadership & Team Collaboration**

- Foster a "One Airport Team" culture, promoting collaboration, accountability and shared operational success across all departments and partner organisations.

- Provide leadership, coaching and support to colleagues and operational teams during both routine and disrupted operations.
- Develop effective relationships with departmental managers, airline representatives, Government agencies, emergency services and contractors.
- Coordinate operational activities for VIP visits, special events, commercial launches and ad-hoc airport initiatives.
- Act as an ambassador for Belfast City Airport, representing the organisation professionally at all times.
- Deliver professional presentations, operational briefings and stakeholder updates to audiences ranging from frontline teams to senior executives.

### **General Responsibilities**

- Actively support the airport's ESG, sustainability and corporate responsibility objectives.
- Participate in cross-functional projects, working groups and business improvement initiatives.
- Maintain professional competence through continuous professional development and industry awareness.
- Undertake any additional duties commensurate with the level of the role as reasonably required by the Company.

### **Working Conditions**

- On-site presence required, based in the terminal with occasional out-of-hours availability for events or emergencies.
- The airport operates 24/7; as such the roster will include early mornings, late nights, weekends, and bank holidays.

### **Essential Criteria:**

- 3 years proven operational and managerial experience, within a customer focused and operational environment within the last 5 years in an airport or airline environment.
- Knowledge of aviation security and regulatory frameworks.
- Ability to meet the clearance criteria for a Department for Transport Approved Counter Terrorist Check (CTC).
- Have achieved Grade C or above in GCSE Mathematics and English Language or equivalent.
- Strong interpersonal skills with proven ability to establish positive working relationships and influence and assert at all levels demonstrating openness in all interactions.
- Clear evidence of sound judgement and ability to evaluate options to make appropriate recommendations.

- Strong Computer skills including Microsoft Office applications Word, Excel as well as the aptitude and willingness to learn new packages.
- Excellent communication skills (written and oral), drive and enthusiasm.
- Ability to work on own initiative but also as part of a team when required. The team may include members from varied external organisations with diverse and/or conflicting agendas.
- Demonstrable experience of a proactive, self-motivated approach to operational and business challenges with the ability to negotiate while protecting the reputation and interests of the business.
- Financial and budgetary awareness.
- Flexible approach to working.

**To apply, please submit your CV along with a cover letter, briefly outlining how you meet the criteria to the Human Resources Department by email at [human.resources@bca.aero](mailto:human.resources@bca.aero).**

**Closing date for submission of CV & cover letter by COB Thursday 22<sup>nd</sup> October 2026.**

*The Company employs people from all sections of the community and is committed to the appointment of the best candidate based on the merit principle alone.*