Job Title: Airport Slot Coordinator

ACL Job Grade: Coordinator (BAND A)

Department: ACL UK

Job Location: Viewpoint, Staines

Background

Airport Coordination Limited (ACL) was formed in 1992 and is now the largest and leading independent airport coordination and capacity management organisation in the world. Based at Heathrow, the Company manages over three million aircraft movements annually, carrying in excess of 300 million passengers each year through the 38 Airports it serves. Airports include Heathrow – the world's second busiest international airport and subject to much political debate and continued demand for access from all over the world; Gatwick, the world's busiest single-runway airport; London City, the world's busiest city-centre airport and Dubai, the world's busiest international airport.

Overseen by IATA and regulated by the EU Commission in Europe, Coordination is the independent, neutral and transparent allocation of take-off and landing runway slots in way that optimises available airport capacity while satisfying airline commercial requirements. Coordination is a key link in the aviation planning chain and was put under a particular spotlight by the recent Airports (Davies Commission final report. In the final report Sir Howard Davies said that ahead of any new runway being built it was essential the UK best use of its existing capacity – something in which ACL plays a key part.

In addition to its core coordination function, ACL continues to develop new revenue streams through the development and implementation of additional coordination models to existing customers, the provision of schedule data sales, training and a wide range of consultancy services including forecasting. The Coordination team including Coordinators play a role in delivering the services purchased.

Company Dimensions

34 Employees	23 Coordination 6 Executive, Finance and Commercial 5 IT
38 Airports	25 UK 5 New Zealand 3 Ireland 2 Poland 2 Dubai 1 Canada
4 Offices	UK: London and Manchester International: Auckland and Dubai

Job Purpose:

- Match requested airline schedules to available airport capacity to make efficient use of airport capacity in accordance with industry guidelines, regulations, and standards.
- Provide support to airport customers to maximise the utilisation of infrastructure.
- Work with airlines to secure their required slots within the parameters set by the airport.
- Monitor the use of slots to ensure compliance with the Slot Enforcement Code.

Engagement

- Airline scheduling teams;
- Airports capacity and operational teams;
- Other industry stakeholders;
- Senior executives up to Director Level.

Scope:

- Reports to Coordination Manager

- Through the allocation of the airports capacity, indirectly impacts the strategy/revenue of airport customers with a turnover of c£xm per annum.*

Applies when Coordinator has direct account management responsibility

Principle Accountabilities:

- Allocate slots and schedules within agreed coordination parameters in accordance with industry guidelines, regulations and standards.

- Use data analysis techniques to monitor the use of airport slots by the airlines to ensure they are used at the correct times and across the agreed timescales.

- Provide high quality and timely schedule analysis, information and reports to airports management teams and meet all the deadline dates of the scheduling calendar.

- Find optimal solutions to scheduling problems and make best use of airport capacity; encourage co-operation between airlines and exercise appropriate discretion.

- Ensure response to slot requests within response time standards and maintain accurate and up-to-date schedule database information.

- Follow ACL processes to ensure compliance and delivery of company KPI's.

- Deliver personal and company objectives.

- Participate in committees responsible for matters of airline scheduling and airport capacity; seek ways to improve capacity, utilisation, operational performance and scheduling flexibility.

- Deliver a proactive and personalised service to airline customers, helping them solve their scheduling problems.

- Provide proactive analytical support for airport customers, delivering excellent service and enhancing the range of services offered and where possible charge for additional services.

- Participate and deliver long term forecasting and consultancy work as required.

- Contribute to system development to best place ACL to meet the changing needs of customers and the wider aviation industry.

- Fully understand and promote ACL Products and Services to new and existing customers and identify revenue opportunities for the Commercial Manager to follow up.

- Understand and develop core competencies as detailed in the ACL appraisal process and own your Personal Development Plan to ensure delivery.

- Provide proactive account management for airport customers at all levels, delivering excellent service and enhancing the range of services offered.

- Represent ACL at IATA Schedules Conferences and EUACA Schedule Optimisation Meetings as required.

Compliance:
- Act in a neutral, transparent, and non-discriminatory way at all times.
- Comply with all applicable rules, regulations, legal and statutory requirements
- Comply with all applicable industry guidelines where appropriate

PERSON SPECIFICATION

Qualifications and Knowledge
- Good general education to GCSE level C
- Ideally minimum 2+ years' experience in a customer service environment
- Strong written, numeric and computer literacy
- Knowledge or experience of airport capacity management and/or airline network planning would be useful but not essential

Skills

- Good at building relationships and rapport with customers and stakeholders
- Able to communicate effectively
- Planning and organisation
- Ability to review issues, take a balanced decision and anticipate risks
- Analytical skills including quantitative analysis and statistics
- Preparing and presenting statistical information
- Ability to work under pressure and deal with multiple issues
- Self-motivated
- High level of integrity, ethics and standards
- Languages – English essential, other languages desirable