**JOB DESCRIPTION Job Title:** Coordination Manager

**ACL Job Grade:** Coordination Manager

**Department:** ACL

**Job Location**: Agile working with office location in Staines and Manchester, must live in the UK and be able to travel overseas.

**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 near Heathrow, the Company manages over three million aircraft movements annually, carrying in excess of 600 million passengers each year through the 46 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 the Worldwide Airport Slot Board (WASB) 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.

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 and in particular the Coordination Manager takes a role in securing this incremental revenue and then delivering the services purchased.

**Company Dimensions**

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| --- | --- |
| 36 Employees | 25 Coordination  6 Executive, Finance and Commercial  5 IT |
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| 46 Airports | 24 UK  5 New Zealand  2 Ireland  2 Poland  3 UAE  6 Oman  1 Luxembourg  1 Latvia  1 Lithuania  1 Canada |
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| 4 Offices | UK: Staines and Manchester  International: Auckland and Dubai |
| Financials | Turnover £3.7m  Reserves £2.0m |
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**Job Purpose**

Manage, develop and lead a team of Coordinators, balancing workload across the team and ensuring delivery against objectives and customer requirements;

Coordinate schedules to make efficient use of airport capacity in accordance with industry guidelines, regulations, and standards;

Allocate slots in a fair, non-discriminatory and transparent way and in line with the EU Regulation ensuring all slot decisions can be justified to stakeholders and other air carriers. Monitor slot performance against the UK Enforcement Code and EU Regulations and apply Sanctions as appropriate;

Deliver Coordination Excellence Strategy to add value to our customers and exceed customers expectations;

Manage airport accounts and seek ways to support their development and growth using the

Company’s knowledge, skills and services;

Maintain and develop revenue to meet the ACL Business Plan and where possible maintain expenditure within budget limits.

**Engagement**

Coordination Managers will have engagement with industry stakeholders including service providers, regulatory bodies, airports and airlines up to CEO level.

**Scope/Dimensions**

• Reports to Deputy head of Coordination;

• Direct management responsibility for 2-3 Coordinators;

• Allocates slots which when traded in the secondary market can reach in excess of $65m for a daily slot pair at Heathrow and $1m at Gatwick. As slot availability becomes scarcer, prices are expected to rise significantly at Gatwick.

• Oversight and management of 26 coordination contracts, UK Coordination revenue and ACL income;

• Through the allocation of the airports capacity, indirectly impacts the strategy/revenue of airport customers.

**Principle Accountabilities**

• Inspire, lead and motivate members of the Coordination Team to deliver the very best in customer service and quality coordination activities.

• Measure performance as well as provide coaching, leadership and development of individuals to maximise potential – sets and maintains standards of performance, behaviour and delivery;

• Promote and actively develop team performance of the core competencies as detailed in the performance appraisal policy;

• Develop Personal Development Plans and monitor delivery on a regular basis;

• Develop and administer training, assesses training and development needs, helps individuals and groups develop skills and knowledge, creates training material, presents in-person training sessions and monitor training for effectiveness.

• Actively participate in the development and delivery of annual budgets and business plans;

• Support airports in the IATA seasonal capacity declaration process to maximise capacity to meet expected demand;

• Manage the monitoring of slot usage to apply the use-it-or-lose-it rules and address any instances of slot misuse;

• Ensure the delivery and development of working practices to achieve ACL corporate KPI’s;

• Maintain high quality and timely schedule data, information and reports to interested parties;

• Meet all required response times and industry scheduling calendar deadlines;

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

• Assist airports in optimising capacity by using best practice from other ACL customers and developing new processes and solutions where none exist;

• Seek commercial opportunities to develop incremental revenue from the sale of additional services and system solutions and work with the Commercial Manager to secure commitment;

• Participate and/or deliver consultancy projects as and when required;

• Participate in committees responsible for matters of airline scheduling and airport capacity;

• Seek ways to improve capacity, utilisation, operational performance and scheduling flexibility.

• Develop and implement Account Management Plans for all airports managed.

• Contribute to system development to best place ACL to meet the changing needs of our customers and the wider aviation industry;

• Comply and promote adherence to ACL policy and procedures;

• Contribute to regulatory and industry forums as and when required;

• Develop the Coordinators to be the Coordination Managers of the future;

• 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;

• Comply with all aspects of Employment legislation including Health & Safety, Security, and Data

Protection regulations;

• Comply with all Company policies and procedures.

**PERSON SPECIFICATION Qualifications and Knowledge**

• Degree education in a relevant discipline (desirable but can be substituted by experience);

• Career in aviation with minimum five years relevant experience;

• Broad and in-depth knowledge of the air transport industry;

• Experience of airport capacity management and/or airline network planning is desirable.

**Skills**

• Ability to take balanced decisions and anticipate pitfalls;

• People management experience;

• Effective delegations skills;

• Analytical skills – quantitative analysis, statistics;

• Customer service ethos;

• Interpersonal and communication skills;

• Report writing skills;

• Presentation skills;

• Ability to communicate complex data to non-technical audiences;

• Planning and organisation skills;

• Cultural awareness;

• Languages – English essential, other languages desirable.

**Qualities**

• Independently minded;

• Self-motivated;

• Analytical intelligence;

• High levels of integrity, ethics and standards;

• High levels of credibility;

• Ability to work under pressure;

• Ability to respond to changing business needs;

• Rational decision maker;

• Clear judgement;

• Politically astute;

• Good negotiator;

• Professional appearance;

• At ease with senior people.