

Job Description

Job Title: Coordination Development Executive

Reports To: Head of Information Systems

Location: Staines Upon Thames

Salary & Benefits: Competitive basic salary plus discretionary bonus, pension and selected aviation industry travel discounts.

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 72 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), regulated by the EU Commission in Europe and the UK Government in the UK, 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 Leads takes a role in securing this incremental revenue and then delivering the services purchased.

Company Dimensions

43 Employees	33 Coordination 8 Executive, Finance and Commercial 6 IT
72 Airports	24 UK 5 New Zealand 35 GCC 6 Europe 2 Americas
4 Offices	UK: Staines International: Auckland and Dubai
Financials	Turnover £4.6m Reserves £2.8m

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Job Purpose

Ensuring quality assurance of system developments and upgrades, ensuring that our software is reliable as well as free from defects.

Provide support and advice to the Coordination Teams and the Commercial Team on data sales.

Deliver first and second line support for Online Coordination Customers.

Engagement

- Internal Coordination, Commercial, Finance and Information Technology Teams;
- Airline and Airports scheduling, capacity and operational teams;
- Other industry stakeholders;
- Engagement Level up to and including company CEOs

Scope

- Reports to Head of Information Systems.
- Coordination System support for ACL at the Companies 74 airports
- Online Coordination System support for 1900+ customers worldwide using OCS Portals and Web Interfaces.
- No direct reports.

Principle Accountabilities

- Provide high quality and timely system support and advice to coordination, airport, airline and data sales customers.
- Find optimal solutions to coordination issues, either within existing software, back-end SQL scripts or develop system specifications for development by Company's third-party suppliers.
- Support system developers during development phase of a solution.
- Design and develop automated testing to mitigate risk. Where not feasible, manage manual test processes. Deliver test reports for software releases to production.
- Provide high quality release notes and helpfiles using Technical Authoring Tools.
- Provide First and Second Level Support for the 1900+ Online Coordination System's portal customers and 15 Web Interface Customers around the world.
- Ability to use SQL, cloud services, web XML, TextTest and Febooti scheduler.
- Ensure keep abreast of current Coordination practices and policies.

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- Deliver high standards of customer service to internal and external customers.
- Attend, support, Score/OCS Technical Working Groups, IATA Scheduling Coordination Conferences and Schedules Optimisation Meetings as required.
- Fully understand and promote ACL Products and Services to new and existing customers and identify revenue opportunities for the Commercial Manager to follow up.

Compliance

- Act in a neutral, transparent, polite 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 grade C (level 4 and above, after 2017)
- Ideally obtained Level 4 on the ACL Coordination Competency Matrix or Mid / Upper Pay Qualification at Coordinator Level
- Ideally minimum 2+ years' experience in a customer service environment
- Ideally experience with SQL, Technical Authoring Tools and web XML
- 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

- Demonstrate ability, aptitude, and desire to learn support tools required for the role.
- Ability to review issues, take a balanced decision including anticipating risks to reach a technical solution.
- Good at building relationships and rapport with customers and stakeholders
- Able to communicate effectively
- Planning and organisation
- Ability to work under pressure and deal with multiple issues
- Self-motivated, enthusiastic and passionate
- High level of integrity, ethics and standards
- Languages – English essential