

JOB DESCRIPTION

Job Title:	Coordination Lead
ACL Job Grade:	Coordination Lead
Department:	ACL
Job Location:	Staines, Middlesex with ability to work from home as per ACL policy

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

Job Purpose

Accountable for the delivery of coordination services across a number of contracts. Assess and successfully conclude primary escalations from stakeholders within the scope of the ACL escalation matrix.

Lead a team of Coordinators, balancing workload across the team and ensuring delivery against objectives, set deadlines and customer requirements whilst managing expectations throughout.

Lead a team of coordinators to allocate slots and schedules facilitation movements within agreed coordination parameters in accordance with industry regulations and guidelines, ensure accurate and timely schedules data.

Ensure the allocation of slots in a fair, non-discriminatory and transparent way and in line with relevant Regulations, WASG (Worldwide Airport Slot Guidelines) and agreed Local Rules ensuring all slot decisions can be justified to stakeholders and other air carriers. Monitor slot performance against the relevant enforcement code as appropriate.

Development of a team of coordinators to support their personal development to achieve their full potential for the benefit of ACL and the individual.

Support and deliver a change program that deliver consistencies and efficiencies across the coordination team including but not limited to the Coordination Excellence Strategy.

Manage airport relationship 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 maintain expenditure within budget limits.

Engagement

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

Scope/Dimensions

- Reports to Coordination Manager;
- Direct management responsibility for 6-8 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 coordination contracts .
- Through the allocation of the airports capacity, indirectly impacts the strategy/revenue of airport customers.

Principle Accountabilities

- Act in a way that is compliant with the ACL Management Charter.
- Inspire, lead and motivate members of the Coordination Team to deliver the very best in customer service and quality coordination activities through building skills, confidence and empowerment.
- Support the training and development of the team to deliver coordination activities that meet and exceed ACL's and customer requirements.
- Measure performance as well as provide coaching, leadership and development of individuals to maximise potential – sets and maintains standards of performance, behaviour and delivery, and act when standards are not met.
- Promote and actively develop team performance of the core competencies as detailed in the competency matrix, behaviours and performance appraisal policy.

- Develop Personal Development Plans including training needs in conjunction with team members and support and monitor delivery on a regular basis.
- 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.
- Maintain high quality and timely schedule data, information and reports to interested parties.
- Meet all required deadlines, agreed response times and industry scheduling calendar deadlines.
- Support the team to find optimal solutions to scheduling problems and make best use of airport capacity and encourage co-operation between airlines and exercise appropriate discretion.
- Support the team to assist airports in optimising capacity by using best practice from other ACL customers and developing new processes and solutions where none exist.
- Take ownership of problems and manage solution delivery having sought advice as necessary and considered risks & mitigations.
- Seek commercial opportunities to develop incremental revenue from the sale of additional services and system solutions and work with the Head of Commercial to secure commitment.
- Manage and/or deliver consultancy projects and special events as and when required.
- Support the team in representing ACL at Coordination Committees and any relevant sub committees.
- Maintain and develop customer relationships to remain aware of their strategic directions and how ACL can support its deliver where permitted by Regulation or industry standards.
- Comply and promote adherence to ACL policy and procedures.
- Represent ACL at IATA Schedules Conferences and 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

- Self-motivated.
- Analytical intelligence.
- High levels of integrity, ethics and standards.
- High levels of credibility.
- Ability to work under pressure and manage competing needs.
- Ability to respond to changing business needs.
- Rational decision maker.
- Clear judgement.
- Politically astute.
- Good negotiator.
- At ease with senior people.