

JOB DESCRIPTION

JOB TITLE:	Terminal Manager
DATE:	January 2018
FUNCTION:	Terminal Operations
REPORTS TO:	Head of Security and Terminal Operations
PURPOSE OF THIS POSITION:	
<p>To lead an integrated, efficient and effective Terminal, which delivers exceptional service standards, is fully compliant with all regulatory and legislative requirements, whilst providing a safe and secure environment.</p> <p>The Terminal Manager is required to lead, inspire and motivate the Passenger Service and Cleaning teams whilst also looking to the future so as to innovate and harness new technologies and concepts which keep the airport at the forefront of safe, efficient and cost effective operations.</p>	
ACCOUNTABILITIES:	
<ol style="list-style-type: none"> 1. To lead a progressive and innovative terminal operation, which meet all regulatory, legislative and procedural requirements. 2. To lead, motivate and inspire enthusiasm amongst the Airport Cleaning and Passenger Services teams to ensure the continued contribution of the terminal operations team in delivering customer excellence. 3. To understand the commercial drivers of the business and work closely with the Commercial team in developing opportunities to enhance the passenger experience. 4. To assist in developing and build relationships with airlines, handling agents, and associated business partners in providing a seamless service to customers which maximises all retail and revenue opportunities. 5. To manage operational budgets in line with forecasts and ensure financial process integrity at all times. 6. To taking advantage of any income opportunity that is presented as well as seeking out new business opportunities. <p>To work with other NIAL business departments and assist in strategies to drive income and customer service where required.</p> <ol style="list-style-type: none"> 7. To maintain and update the Terminal Asset register, support planning for future developments and ensure that robust change management processes are adhered to. 	

8. To lead, deliver and further develop the Safety Management Systems in the Terminals ensuring harmony with other NIAL Departments and 3rd parties, taking robust corrective action if needed.
9. To maintain good relationships with customers, regulatory organisations such as Border Force, Special Branch (SB), Northumbria Police (NP), airlines and associated service providers.
10. Liaise closely with management teams in various Company business units and in other group companies to ensure that all of the businesses co-operate and work effectively together in the best interests of the Company and the customers
To ensure team members are kept up to date with business and department developments via 1:1 and team brief processes.
11. Ensure that the Terminal Teams are proficient in the application of NIAL's Business Continuity Plan.
12. To monitor performance, seek continual improvements and take corrective action where needed, managing change and improvement initiatives as appropriate.
13. To work with airside operational departments to promote a combined customer focused service, promoting ramp safety.

COMMENTS:

In addition to the above responsibilities and tasks, which the job normally entails, you may, from time to time, be required to undertake additional or other duties as necessary to meet the needs of the company's business on either a temporary or permanent basis.

This post requires access through the Critical Part at the Airport and, in line with Department for Transport regulations; you will be required to demonstrate during the recruitment process, that you have no relevant criminal record. Further information can be found at www.disclosurescotland.co.uk.