

## JOB DESCRIPTION

|                       |   |
|-----------------------|---|
| <b>Job Title:</b>     | Training & Standards Lead   |
| <b>ACL Job Grade:</b> | Coordination Lead   |
| <b>Department:</b>    | Coordination  |
| <b>Job Location:</b>  | 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 more than 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) and regulated by the UK Government and 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.

### Company Dimensions

|              |  |
|--------------|--|
| 47 Employees | 33 Coordination<br>8 Executive, Finance and Commercial<br>6 IT |
| 72 Airports  | 24 UK<br>5 New Zealand<br>35 GCC<br>6 Europe<br>2 Americas     |
| 3 Offices    | UK: Staines<br>International: Auckland and Dubai               |
| Financials   | Turnover £4.6m<br>Reserves £2.8m                               |

### Job Purpose

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.

Manage the coordination training strategy and deliver industry leading training options to promote self help as well as structured learning.

Contribute to the delivery of the Coordination Excellence Strategy to add value to our customers and exceed customers' expectations through delivering industry leading training and development.

Deliver consistency across the coordination team and ensure that we deliver the most efficient and effective solution for our customers and ACL.

Support the IS department in delivering SCORE enhancements in support of this role.

### **Scope/Dimensions**

- Reports to Head of Coordination.
- No direct management responsibility but access to the coordination team to support a permanent learning culture.
- Responsible for developing and delivering a training strategy across the coordination team.

### **Principle Accountabilities**

- Oversees training programmes and the associated course material.
- Determines training needs and requirements for the coordination team .
- Reviews existing training materials produced to determine appropriateness and relevance.
- Modifies or creates course materials and training manuals to meet specific training needs.
- Delivers or sources the right person to deliver the course and monitor effectiveness.
- Monitors training programmes and manuals to ensure that they are effective and up-to-date and makes updates as necessary.
- Works with managers to address learning issues, instruction problems, or new educational needs regarding specific employees or teams.
- Identify, set and monitor performance against standard operating processes to deliver compliance across the coordination team.
- Ensure training and development is in line with standard operating processes to maintain consistency.
- Own coordination training budget and manage costs for all coordination training to report return on investment.
- Specialises in a particular industry and keeps current on the activities and needs of that industry by being an active member of the coordination team.
- Inspire, lead and motivate members of the Coordination Team to deliver the very best in customer service and quality coordination activities.
- Identifying and implementing a wide range of training techniques to improve efficiency and return on investment.
- Keeping up to date on the latest training trends, developments and best practice.
- Writing reports, keeping training records and managing training budget.
- Measure performance as well as provide coaching, leadership and development of individuals to maximise potential – sets and maintains standards of performance, behaviour and delivery including competency and behaviours matrix.
- Promote and actively develop team performance of the core competencies.
- Working with line managers to develop the Coordinators to be the Coordination Managers of the future.
- Contributes to workflow of Coordination Team when 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);
- Experience in using SCORE.
- 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

- Experience as a Training Manager or willingness to seek professional training and achieve a recognised qualification.
- Experience developing and implementing training programmes.
- Knowledge of various training methods including coaching, workshops, classroom training, mentoring and e-learning programmes.
- Ability to track the performance of training programmes, write reports and recommend strategies for improvement.
- Excellent written and verbal communication skills.
- Outstanding IT and leadership skills.
- Strong organisation, planning and time management skills.
- Attention to detail and critical thinking 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.

### 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.