

## **Profile**

A versatile, reliable and enthusiastic Operations Manager with vast experience derived from the Aviation industry, boasting a proven track record for delivering projects and work streams on time and within budget. Strong on service partnerships and relationships with internal and external customers. Previously with Civil Aviation Authority Nominated Post Holder (UK and Iceland) accountabilities.

## **General Skills**

- Effective communication and stakeholder management skills;
- Capable of working calmly under pressure to agreed timescales, and of meeting tight deadlines;
- A self-starter and capable of working autonomously;
- Excellent organisational, project management, and problem solving;
- Global airport operational management experience, coupled with an ability to work effectively across a diversity of cultures;
- Contract Negotiation and Performance Management;
- Change Management and Business Transformation.

## **Specific Individual Skills**

- Experienced in the production, revision and management of airline ground operations policy, manuals, local procedures and other controlled documentation;
- Experienced in the investigation of airline safety and security related incidents/non-conformances, and for subsequently delivering effective corrective and preventive actions;
- Experienced in leading departmental (GRH / CGO) inputs as part of attaining airline safety/quality accreditation from IATA (IOSA);
- Management experience in 3 airline start-ups and other large operational projects;
- Worldwide experience in the negotiation and contracting of airport services : ground handling, cargo terminal handling, aircraft grooming, enhanced aviation security, catering, and PRM handling (Northern Europe / Eastern Europe / North and West Africa / Middle East / Far East and Australasia / North America / South America);
- UK CAA Postholder - Dangerous Goods;
- ICETRA Postholder – Ground Operations;
- A trained Quality Auditor with experience in managing departmental quality assurance programmes, including the planning and execution of airport service provider audits;
- Participating member on external industry committees and working groups (IATA Ground Handling Council, UK GHOST Loading Error Sub Group);
- Experienced in the use and application of Safety and Quality software (Gael Q-Pulse, Vistair Safety Net).

## **Career History**

2011 to 2016                      **Director Stations: WOW Air ehf**

Responsible for the contracting, management and budget performance of all airport, cargo and ground handling service providers across the Icelandic operator's European and North American network. Responsible to the AOC holder for safety and quality compliance across the airport network and additionally responsible for the LGW/Gatwick-Airport ground operation. Nominated Post Holder Ground Operations on an interim basis.

2002 to 2011                      **Ground Services and Cargo Manager: Astraeus Airlines**

Responsible for the contract management and budget of airport, cargo and ground handling suppliers and services at all UK and overseas airports operated to by the airline. Responsible for the setting of policy and standards via ownership of the Ground Services and Cargo Manual and Ground Services Local Procedures. Responsible for safety and quality compliance across airport networks, including those of third party ACMI customers. UK CAA Post Holder for Dangerous Goods with responsibility for policy and procedure across the scope of the airline's operation. Project team member for the '*Iron Maiden*' Round-the-World B757 'Combi' tours and Project Leader for the airline's US operational start-up in 2010 for Iceland Express.

1998 to 2001                    **Ground Services Manager: Virgin Sun Airlines**

Responsible for the contract management and budget of airport, cargo and ground handling suppliers and services at all UK and overseas airports operated to by the airline. Management and budget responsibility for 25 UK Airport Services staff, and for the 24-Hour Duty Office at London-Gatwick Airport. Responsible to the AOC holder (Virgin Atlantic Airways) for safety and quality compliance across the airport network. Responsible for the maximisation of cargo revenue and other sundry revenue streams on routes flown.

**Prior to 1998**

1993 to 1998                    **Traffic and Customer Services Manager: Airworld Aviation**  
1991 to 1993                    **Commercial Executive: Inter European Airways**  
1991 to 1991                    **Passenger Services Supervisor (London Gatwick): Dan Air**  
1989 to 1991                    **Commercial Planner: Air Europe**  
1984 to 1989                    **Petroleum Geologist: Exploration Logging**

**Education**

**BSc. 1979-1982**                    University of Leicester: Combined Studies Degree (Honours)

Major:                    Geography / Earth Sciences  
Subsidiary:                Environmental Biology / Psychology

**Secondary Education: 1972-1979**                    Westwoods Grammar School, Gloucestershire.

G.C.E. "A" Levels:                    Geography, Geology.  
G.C.E. "O" Levels:                    10 "O" Levels, including English, Mathematics and French.

**Industry Training/Qualifications**

Airside Driver Training (London Gatwick) and Airside Safety Awareness;  
Aviation Security Ground Awareness/GSAT;  
Cargo Terminal Familiarisation;  
Dangerous Goods by Air (IATA Cat.6);  
DfT Security Management (Level 5);  
Health and Safety in the Workplace / Human Factors / CRM;  
Mass and Balance Awareness;  
'Practical Skills for Quality Auditors';  
Safety Management Systems / SMS (management overview);  
Management Development ("*Time Manager*", "*Performance Through People*", "*Effective Presentation and Communication Skills*").

**Other**

Full UK Driving Licence  
Good spoken Italian, basic spoken French  
Proficient in the use of office-based IT systems (Windows 10, Microsoft Office etc.);