JOB DESCRIPTION
FBO Manager

RESPONSIBLE TO: Managing Director

LOCATION: London Biggin Hill Airport Ltd

WHAT IS THE JOB LIKE?

The role holder will have an oversight of operational issues and teams to ensure smooth round the clock FBO operation and optimum efficiency in line with best practice in the business aviation market. The role requires a motivated individual able to lead and bring results in a developing and challenging environment. The position also involves being responsible for the safety of visitors and staff of the FBO, as well as maintenance of all FBO equipment. Furthermore, the post holder will be responsible for maintaining close contact with FBO customers to ensure that the service meets and exceeds the client’s requirements. Strong performance management skills are required to lead a diverse team with particular emphasis on business aviation customer service, health and safety, staff development and motivation and training.

MAIN DUTIES

- To have accountability for all business fronts for the smooth running of the FBO facility.
- To contribute to and prepare annual forecasts in the given area of responsibility, including human, physical and financial resources using company issued procedures.
- To prepare the budget and to take accountability of the business plan in the role holder’s area of responsibility and ensure it is on target.
- To manage all ground handling and passenger handling activities and ensure all areas are well organised and of an exceptional standard, including identification of shortfalls and rectification.
- To ensure the safe and efficient operation and handling of business jet aircraft and to manage staff, equipment and resources effectively.
- To effectively manage ground and passenger handling.
- To develop and maintain business opportunities for the terminal hangar.
• To manage round the clock FBO operations, including but not limited to:
  o Flight planning;
  o Flight crew support;
  o Refuelling;
  o Parking;
  o Vehicle operations;
  o Communications;
  o Screening procedures, processes and protocols;
  o Collection of fees;
  o Collation of relevant reports;
  o Staff management of Handling Supervisors, Handling Agents, Ramp Staff and Flight Operations staff.
• To ensure the safe manoeuvring of aircraft on the apron through staff training, operating instructions, manpower planning and the management of a disciplined approach to all aircraft and equipment movements on the restricted areas of the ramp.
• To manage the raising of invoices, the collection and safeguarding of money and the completion of cash reports and deposits, using FBO 1.
• To contribute to and prepare annual forecasts in the given area of responsibility, including human, physical and financial resources using company issued procedures.

Communication

• To interact with HOD’s, the CAA and other aviation organisations, employees and partnerships.
• To attend and contribute to the HOD’s weekly meeting to strategically plan and communicate with the senior management team.
• To communicate with all clients and their representatives in an extraordinary manner to ensure a premium first class service, fulfilling their every need.
• To ensure effective communication at all levels both internally and externally on all matters relating to the arrival and departure of customer aircraft.
• To communicate and enforce safety and security procedures in the FBO and on the ramp.

Teamwork and motivation

• To have HR responsibility for all team members, including annual appraisals, in conjunction with the HR Manager.
• To provide overall management of all FBO related ramp and terminal activity.
• To monitor FBO staff with the day to day operation.
• To assist and to provide support and reassurance during difficult and busy times.
• To provide regular feedback to all staff on their performance and explain the expectations of the Company.
• To promote a good culture of interdepartmental co-operation and communication to ensure our tasks and aims are well understood.

Liaison and networking

• To keep up to date with all industry developments and remain in contact with all existing contacts and to stay well informed.
• To investigate membership of all relevant associations or partnerships that will benefit the operation and provide a good image of the Company.
• To ensure that the FBO has an outstanding standard of service levels and that the industry and other operators are aware of this.
• To work with and liaise with the accountable manager for the International Standard for Business Aviation Handling (IS-BAH).

Decision making

• To manage daily operational activities and strategic issues relating to:
  1. Ground handling;
  2. Line services;
  3. Customer services;
  4. Ramp management;
  5. The VIP lounge;
  6. Crew rest facilities.
  7. Safety and security, including dangerous goods.
• To contribute towards setting handling charges and fees.
• To be responsible for the safe and efficient operation of FBO operations in compliance with CAA.

Planning and organising resources

• To assist the Company in growing the FBO facility.
• Contact and conduct follow-up of business leads as requested.
• Conversion of enquiries into new business.
• Preparation of customer agreements.
• Cultivating relationships with all elements for the supply chain including aircraft management and broker.
• Setting up meetings with on-site and external customers and stakeholders.
• To have extensive knowledge and to guide the Company to increasing business possibilities and to support growth within the FBO business, in conjunction with the Director of Business Development.
• To design, implement and manage all rosters for staff to ensure necessary coverage for Company operation.
• To manage the rota, overtime calculations, allocation of staff, uniforms and appearance etc.

**Initiative and problem solving**

• To take a leadership role in working with HOD’s with the objective of setting up programmes to ensure long-term growth of the FBO and facilities in the business aviation market.
• To investigate any complaints/deficiencies relating to the FBO and to respond accordingly and to introduce new procedures if required.
• To audit and review departmental procedures and practices, ensuring all documentation is kept up to date.
• To recommend changes in standards, administrative procedures, facilities, methods, and practices.
• To ensure conformity to established quality, health, safety, legal, business or other standards.

**Investigation, analysis and research**

• To measure and analyse passenger volume and client service quality.
• To measure and analyse annual targets, strategy and business results.
• To proactively manage safety, review reports/records to ascertain data required for planning, assigning and directing work among operational teams.
• To assess the security threat to the Company.
• To ensure adherence to given service/safety/security/handling standards.
• To be involved in the development and management of budgets as approved by the Board.
• To produce statistical analysis for presentation i.e. monthly reports including financial reviews, trends, performance etc.
• To contribute towards a marketing plan for the FBO.
• To contribute towards the immediate action and investigation into incidents and accidents.

**Work environment**

• To carry out handling services outside in all conditions.
• To be able to work flexibly and effectively in a high pressure environment.
• To manage and implement refurbishment programmes and ongoing facilities management.

**Team Development**
• To develop guidelines and procedures for managing resources to extract value and ensure maximum safety and efficiency.
• To manage the provision of operational training as an integral part of staff development with a view both to improving work performance and maximising staff potential.
• To monitor aircraft handling and the level of customer service on the ramp and in the FBO. If required follow up any issues with staff involved.
• To ensure that the team provide an exemplary level of customer service to all customers, including passengers, their associates and crew members.

Pastoral care and welfare

• To be responsible for advising any team member and managing an effective working relationship at all times.

To deliver services effectively, a degree of flexibility is needed and the role holder may be required to perform work not specifically referred to above.

KEY PERFORMANCE INDICATORS

• Feedback from internal and external customers
• Successful implementation of business development projects.
• Project work delivered as requested.
• Reports produced as requested and according to schedule.

WHAT WILL THE SUCCESSFUL JOB HOLDER BE LIKE?

This role will appeal to someone who is passionate about delivering high levels of service and can inspire enthusiasm and commitment into the team. You will recognise that, through your own behaviour, you are a role model for the team and must provide a first class level of management professionalism. You are confident, have a problem solving aptitude, be able to perform to the highest standard in a high pressure environment and ensure that an excellent customer service is provided no matter what. You will be good at planning, organising and your attention to detail will be second to none. You will be willing to cover some weekend shifts, in conjunction with the Deputy FBO Manager so that the FBO has management cover through a seven day week operation. You will have great communication skills and enjoy team-working as part of the larger service delivery team at the Airport, with experience of working with Heads of Departments.

QUALIFICATIONS AND EXPERIENCE

Essential
• A minimum of five years aviation experience, including people management.
• Good knowledge of CAA/DfT requirements and other relevant regulatory bodies.
• Experience of facilities management including liaison with third party suppliers.
• Exceptional organisation skills, detail orientated and able to multi task.
• Effective problem solving and decision making abilities.
• Excellent communication skills both written and verbal and in a timely manner.
• Relevant proven experience of successfully preparing the relevant budget and providing accountability. To manage the FBO and optimise profit.
• Ability to professionally write reports and business correspondence.
• IT skills especially MS Office.
• For the duration of employment, a clean Criminal Record Check.
• For the duration of employment, a full valid driving licence.
• Ability to cover some weekend shifts, in conjunction with the Deputy FBO Manager so that the FBO has management cover through a seven day week operation.

Desirable

• A foreign language(s).
• Budget ownership and accountability.