

<b>Job Title:</b>	Operations/Flight Information Service Officer		
<b>Directorate:</b>	Development & Commercial Services	<b>Section:</b>	Aviation Services
<b>Reports to:</b>	Aerodrome or Operation Managers (depending on role)		
<b>Grade:</b>	Falkland Islands Government Grade - F	<b>Job Code:</b>	103FISO
<b>Overall Purpose of the Role</b>			
<p>To undertake administrative, technical and supervisory duties, with particular emphasis on daily aircraft scheduling and making operational decisions to ensure the smooth day to day running of the air service.</p> <p>To provide a Flight Information Service which ensures the safe operation of air traffic and ground movements for which Stanley Tower is responsible.</p> <p>To provide accredited actual meteorological observations for the production of Actual reports (METAR's).</p>			
<b>Key Role Activities</b>			
<ul style="list-style-type: none"> <li>Preparation of daily flight schedules taking ownership and full responsibility for this task. Flight scheduling requires a great deal of concentration and an in-depth understanding of the many critical factors that have to be taken into consideration: numbers/weights of passengers; volume/weight of freight; destinations/distances; fuel loadings; airstrip load restrictions; weather; aircraft hours; flight crew duty limitations, among others.</li> <li>Monitoring daily flight schedules and making operational decisions as necessary in the event of disruption (due to weather, breakdown, crew sickness, etc.)</li> <li>Provide a Flight Information Service at Stanley Airport in accordance with the requirements of the relevant legislation and the airport's operational manuals.</li> <li>Provide hourly meteorological observations (METAR's) for the production of Terminal Area Forecasts.</li> <li>Collect and distribute weather and other flight related safety information to aircraft to ensure pilots are aware of any conditions that might adversely affect flight safety.</li> <li>Be proactive in complying with the requirements of the airport's Safety Management System (SMS) and relevant operating manuals and procedures at all times.</li> <li>Help to ensure a close working relationship is maintained between Stanley Tower and Mount Pleasant Tower and between Stanley Tower and Camp aerodromes for the provision of traffic information and weather reports.</li> <li>Undertake a variety of administrative and clerical duties as required to ensure the smooth running of the Department.</li> <li>Undertake local and overseas training related to the job roles.</li> <li>Any other duties that may reasonably be requested by the Aerodrome or Operations Managers.</li> </ul> <p><b><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></b></p>			

## Additional Information

The post requires a high level of decision making, which must be accurate and consistent.

There are long periods of unsupervised operation of the airport and periods of high stress when carrying out multiple tasks simultaneously.

There is a significant interface with members of the public, government departments, private sector, etc., which may cause stressful situations to arise particularly associated with flight scheduling when people cannot travel when they want to because of operational restrictions, weather, etc. Such situations require to be handled in a sensitive and diplomatic manner.

This is a full-time position however hours of work are annualised to cater for the seasonal nature of the business.

- The position is based on 4 days On - 2 days Off roster.
- Summer season hours may require 12-hour duty shifts;
- Winter season requires 8-hour duty shifts.
- It may be necessary to work extra hours at times.

There will also be a requirement to work on some Public Holidays and to take part in an on-call roster for which additional remuneration will be granted.

## Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

Person Specification:	Operations/Flight Information Service Officer		
Criteria	Essential	Desirable	Assessment Method
<b>Knowledge, Skills &amp; Experience</b>			
The ability to communicate in English (both verbally and in writing) to a level equivalent to the International Civil Aviation Organisation's (ICAO) English Language Proficiency Level 4.	✓		A/I/T
Excellent customer care skills	✓		A/I
Good working knowledge of Microsoft Office programmes, particularly Word and Excel	✓		A/I
Aptitude for working accurately and methodically with numbers	✓		A/I
Ability to maintain confidentiality at all times	✓		A/I
Able to work effectively as part of a small team as well as on own initiative and be flexible to accommodate variable workloads with tight deadlines	✓		A/I
Sound judgement and decision-making skills	✓		A/I
Ability to deal with change in a positive manner		✓	A/I
Proven history of database work		✓	A/I
Ability to analyse existing systems and develop alternative procedures		✓	A/I
Ability to write and amend procedural manuals		✓	A/I
<b>Personal Attributes:</b>			
Mature attitude with the ability to work unsupervised	✓		A/I
Polite and helpful	✓		A/I
Firm and assertive when required	✓		A/I
Motivated and innovative	✓		A/I
Unshakeable, flexible and resilient	✓		A/I

Person Specification:	Operations/Flight Information Service Officer		
Criteria	Essential	Desirable	Assessment Method
<b>Personal Attributes: (continued)</b>			
Logical thinker who is willing to accept responsibility	✓		A/I
Methodical and accurate in all aspects of work especially when relaying complex data	✓		A/I
Must be able to prioritise work streams	✓		A/I
Diplomatic (Able to handle difficult and irate customers)	✓		A/I
Effective team player	✓		A/I
Working outside normal working hours and on some Public Holidays	✓		A/I
Enthusiasm for the aviation industry		✓	A/I
<b>Qualifications &amp; Training</b>			
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		
Good standard of secondary education	✓		A/I
Current valid driving licence	✓		A
GCSE A-C/Grade 4 passes in Maths, English and Science subjects		✓	A/I
ECDL or equivalent IT qualification.		✓	A/I
Meteorological Observers Qualification		✓	A/I
UK FISO licence or equivalent		✓	A/I
Previous operations experience in either airline or travel industry		✓	A/I
<b>Note to Applicants:</b> Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

## Method of assessment:

A - Application Form

I - Selection Interview

R – Reference

O – Other

T-Test