

Executive Profile

Title:	Vice President (VP) Operations	Category:	Excluded
Reports to:	President and Chief Executive Officer (CEO)	Group:	Executive

Purpose

The VP Operations leads, directs, and oversees the management and performance of all aspects of the Victoria Airport Authority's (VAA) operations, systems, and services, ensuring compliance with strategic priorities, safety and security standards and regulatory requirements. The VP Operations is a key member of the VAA's executive team and works closely with other executives and the Board to collaborate on the development and implementation of strategic priorities. The VP manages relationships with a wide network of partners and leads a multidisciplinary team of employees.

Accountabilities

1. Provides research, advice, options and recommendations regarding all aspects of the Victoria International Airport operations including terminal airside and seaplane base operations, safety, security, regulatory compliance, emergency response environmental programs and services, operational planning, business continuity and risk management.
2. Collaborates with the CEO, the Board, and other members of the executive team to advance VAA priorities and resolve issues and contributes to the development and implementation of the VAA's strategic plan and other corporate initiatives.
3. Leads the development, evaluation, implementation, and oversight of VAA's operational framework, business and operational planning, policies, procedures, standards and related performance, risk, safety, and security management practices to ensure VAA operations, assets and services are responsive to operational realities, resilient to emerging threats and anticipate VAA's future requirements.
4. Leads and directs and provides executive oversight to VAA's operations including: terminal, airside, and seaplane base operations, security, passenger experience, environment, and related priorities including safety and training initiatives, ensuring compliance with performance standards and all regulatory requirements.
5. Leads and directs or oversees research and analytical projects to evaluate strengths, weaknesses, opportunities, and threats and develops strategies to advance objectives.
6. Leads, directs, manages, participates and/or oversees capital/operational projects and initiatives to improve performance, introduce new functionality, address regulatory requirements (e.g. Official Languages Act, Accessibility Regulations, etc.), expand capacity and/or address threats or opportunities.
7. Manages relationships with key internal/external stakeholders, clients, service providers, partners, industry contacts (e.g. Canadian Airports Council), tenants, local governments, First Nations, regulatory agencies, and others to collaborate on operational objectives of mutual interest, apply influence, negotiate agreements, resolve issues and advance VAA priorities.

8. Leads, directs, and oversees all aspects of financial management for terminal/airside operational budgets, forecasts, contracts, and expenditures ensuring compliance with fiscal parameters and the prudent use of financial resources.
9. Leads, contributes to, and oversees the enhancement of a positive, safety-focused culture within VAA, and the reputation of VAA within the community, sector, and industry.
10. Leads, directs, and supervises a multi-disciplinary team of employees, manages performance, identifies training and succession needs, makes hiring/discipline/dismissal recommendations, and determines/allocates resources.
11. Leads and directs and/or contributes to reports, statistics, presentations, communications materials, and other media.
12. Maintains expertise in airport management trends, best practices, operations, and systems.
13. Conducts other related duties.

Job Requirements

Education:

- Degree in aviation management, business administration, operations management, or equivalent discipline, and ten years of recent, related experience*; OR
- A minimum of fifteen years of recent related experience* in a similar role.

*Recent, related experience must include:

- Experience leading and managing all aspects of airport operations, including airside and terminal operations, safety, and security for an airport of similar size and scope.
- At least ten years of supervisory experience.
- Experience providing advice, options, and recommendations to executive team and/or Board of directors.
- Experience conducting business/operational and risk mitigation planning.
- Experience managing multiple projects, programs, and systems.
- Experience managing capital and operational budgets and overseeing contracted services.

Other requirements:

- Must be eligible to work in Canada.
- Must be able to obtain and maintain Enhanced Airport Security Clearance, Airside Vehicle Operators Permit (AVOP) and Radio Operator's Certificate, Aeronautical as a condition of employment.
- Must be willing to work outside normal work schedule to meet operational requirements.

Knowledge of:

- Industry standards, best practices and security, safety, emergency planning, risk management and all applicable regulatory requirements related to all aspects of airport operations (e.g. CAR's), and related infrastructure, systems, operations, and performance standards.
- Canadian Aviation Security Regulations (CASR's), legislation, and standards at an expert level.
- Issues, trends and challenges related to the management of airport operations, including knowledge of related environmental and sustainability programs and standards (e.g. ACI Airport Carbon Accreditation).
- Operations management, business/operational planning, and risk management.
- Financial management, procurement, and contract management.
- Human resource management within a unionized environment.
- Business English.

Skills and abilities:

- Oral and written English communication skills, presentation skills and attention to detail when communicating. Able to communicate complex technical concepts in a manner that can be understood by the audience.
- Leadership skills and the ability to provide inspirational leadership.
- Ability to manage multiple priorities and consistently produce results within timelines.
- Decisive insight, problem solving and judgement skills.
- Conflict management, negotiation, and issues management skills.
- Project management skills.
- Customer service skills and the ability to develop and maintain positive working relationships with employees and a wide network of internal/external contacts.
- Supervisory skills and the ability to manage performance, provide coaching, motivation, and corrective action when necessary.
- Ability to use a variety of information technologies and standard office and operation-specific software applications.

Approvals

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