

## Job Description

Title:	Manager, Integrated Operations Centre [5 positions]	Category:	Bargaining Unit
Reports to:	Director, Security and Terminal Operations	Group:	Operations

### Purpose

The Manager, Integrated Operations Centre (MIOC) report to the Director, Security and Terminal Operations. They are members of the Security and Terminal Operations management team, providing customer-focused leadership and contributing to VAA's mission, vision, and values in all aspects of the management of airport operations (Terminal and Airside). They contribute to the continuity of the operations by maintaining Office of Primary interest (OPI) for a specific area of operational responsibility such as Security, Safety, Air Carrier operation, Customer service, Screening, etc.

The Manager applies business acumen and a business improvement perspective and is accountable for ensuring the efficient, effective, secure, and safe daily operation of the Victoria International Airport (VIA). The Manager proactively anticipates, evaluates, and mitigates risks, leads the response to emergent issues, conducts inspections and investigations and contributes to the continual improvement of airport operations. The Manager leads the Integrated Operations Centre (IOC) which acts as a single point of contact for airport partners, e.g.: airlines, emergency services, federal agencies, airside operations, outsourced security providers, tenants, media, local government, VAA employees and others.

The Manager is the primary and/or sole on-site management representative for airport operations and works with considerable autonomy on shifts that provide coverage for the airport's daily operations. The Manager is relied upon to apply expertise and discretion to make final decisions that drive the timely resolution of a wide range of operational issues, emergencies, and incidents.

### Accountabilities

1. Provides expert advice, options, and recommendations to senior management regarding all aspects of operations management including policies, procedures, standards, strategies, and regulatory requirements to ensure the efficient, effective, secure, and safe operation of the terminal and airside. Conducts and supports investigations.
2. Develops and maintains a network of airport partners, e.g.: airlines, emergency services, federal agencies, airside operations, outsourced security providers, tenants, local government, VAA employees and others) to

exchange information, collaborate on initiatives, engage in the enhancement of airport (airside and terminal) operations, and build effective working relationships based on trust and transparency.

3. Contributes to the strategic direction of VAA operations by liaising with senior management in the development of operational strategies in the event of labour disruptions. Contributes to the development and oversight of contingency strategies, trials and supporting documents for evaluation and future implementation. Leads, manages, and contributes to the development, recommendation, implementation, and evaluation of airport management operational improvements. And evaluates the progress of short-term projects/trials to test the merit of process improvements and/or changes to policies, procedures, and systems. And:
  - a. Participates in strategic and operational planning, by conducting analysis. including cost-benefit analysis to make recommendations and prepares options to improve airport operations in maintaining security and safety compliance with regulatory requirements
  - b. Contributes to partner/stakeholder engagement and consultation processes.
  - c. Participates in the planning and delivery of training, supports capacity-building activities. Establishes performance metrics and evaluates training deliverables relative to objectives.
  - d. Contributes to the development and implementation of organizational change initiatives.
  - e. Maintains expertise in airport operations management trends, best practices, and systems.
  - f. Promotes, reports on, and maintains a safe work environment through the implementation of the airport's safety management framework and workplace-related health and safety legislation.
4. Integrated Operation Centre (IOC) management
  - a. Leads the response, decision-making, and coordinates (with applicable stakeholder and first responders) the response, reporting, and follow-up to incidents, emergencies, and emergent issues.
  - b. During major emergencies, activates and directs the response of the Emergency Operations Centre (EOC), as the acting EOC Director, until relieved by the Director-Security and Terminal Operations.
  - c. Responsible for incident management using the Vortex application from report to resolution.
  - d. Publishes daily the Operation Shift Report to provide accurate and timely facts and information related to routine and irregular operations, and emergency situations.
  - e. Manages the provision of real-time incident/status reports to traditional and social media in collaboration with the Communications and Passenger Experience Officer.
  - f. Escalates unresolved or sensitive issues to the Director, Security and Terminal Operations. Contacts other members of the executive/management team as appropriate.
  - g. Monitors and evaluates all aspects of the performance of the IOC in a continuous improvement processes.
  - h. Shares the responsibility to develop, implement, and maintain, and update Standard Operating Procedures for the MIOC and ensures corresponding procedures are implemented by Security Contractors (Post Orders), and audits for effectiveness and efficacy.

- i. Contributes to all aspects of emergency readiness/response/recovery planning.
5. Leads and manages and supports all aspects of airport operations by maintaining airport-wide situational awareness and by providing visible management presence. Performs real-time assessments of threats and incidents, evaluates risks relative to business continuity, security, safety, regulatory and other objectives. Decides on a course of action, engages with other agencies, e.g.: emergency responders. Deploys resources, e.g.: VAA operational employees, contracted resources and directs the implementation of solutions for:
- a. Operation Terminal
    - i. Directs and manages 'day of' groundside, terminal and airside flow of passengers, baggage, cargo, and aircraft in a safe, secure, and effective manner, in compliance with prescribed standards and regulatory requirements.
    - ii. Monitors and evaluates the performance of contracted service providers.
    - iii. Maintains frequent contact with partners and initiates action to remedy deficiencies.
    - iv. Exercises final decision-making authority regarding all aspects of airport operations within established parameters.
  - b. Operation Airside
    - i. Monitors and evaluates the performance of contracted service providers.
    - ii. Maintains frequent contact with partners and initiates action to remedy deficiencies.
    - iii. Exercises final decision-making authority regarding all aspects of airport operations within established parameters.
    - iv. Contributes to the maintenance and review of VAA's Safety Management System, safety related issues and integrates safety into daily work activities, in support of the Director of Airside Operations and Safety.
    - v. Publishes and distributes NOTAMs under the direction and in support of the Director, Airside Operations and Safety.
6. Security oversight with the Office of Primary Responsibility of security:
- a. Conducts inspections of operations, security, and safety relative to regulatory requirements and standards.
  - b. Ensure airport compliance with the Canadian Aviation Security Regulations (CASRs 2012), Aerodrome Security Measures (ASM), and other applicable government acts and regulations.
  - c. Coordinate, maintains, and implement the Airport Security Program.
  - d. Develops and maintains relationships with Law enforcement, Police of Jurisdiction, Transport Canada Inspectors, etc.
  - e. Supports the development of Aviation Security policies and ensures implementation and enforcement.
  - f. Coordinate complex investigations of security incidents involving stakeholders and the public. Responds to Security related complaints.

- g. Plans and implements security audits, and address results of findings. Monitor satisfaction, trends and expectations with the airport security experience.
- h. Develops presentation materials for meetings, training sessions, and delivers briefings for tenants, stakeholders and staff.
- i. Prepares relevant correspondence and various statistical/summary reports as required.
- j. Support and collaborates with the Security contractor in establishing AvSec requirements applicable to capital projects.
- k. Supports the development of Request for Proposals, coordinates the tender process, and participates in the evaluation process.
- l. Responsible for the planification and implementation of security-related exercises.
- m. Take personal responsibility for promoting Security Culture at YYJ, reviews Significant Security Incidents. Develops and maintains the YYJ Security Management System.

### Position requirements

#### Education:

- Degree in aviation management, business administration, operations management or equivalent discipline and two years of recent, related experience\*; OR
- Diploma in aviation management, business administration, operations management or equivalent discipline and four years of recent, related experience\*; OR
- A minimum of six years of recent (within the past eight years) related experience\*.

#### \*Recent, related experience must include:

- Team leadership or management experience at an airport or an airline.
- Security, emergency services or law enforcement experience.
- Experience providing real-time incident response and remedial services for an organization of similar size and complexity.
- Experience leading operations, security or safety-related threat assessments and investigations.
- Experience contributing to emergency readiness/response/recovery planning.
- Experience in Airfield Operations and Safety Management Systems
- Experience working with applicable airport legislation, CASRs 2012, AvSec Measures, CARs, TP312, TP15175, etc.
- Experience contributing to business operations improvements.
- Experience demonstrating a customer-centric orientation.

#### Knowledge of:

- Victoria Airport Authority mandate, values, goals, and objectives.
- Canadian Aviation Security legislation, regulations, and standards.

- Industry standards and best practices in operations management, performance management, e.g.: performance metrics), continual improvement, business continuity, risk management/threat assessment, security, safety, investigations, and emergency readiness/response/recovery.
- Business acumen.
- Financial analysis, e.g.: cost-benefit analysis and contract management.
- Business spoken and written English, and technical writing.

#### Skills and abilities:

- Oral and written English communication skills and the ability to communicate accurate, timely information and concepts in a manner that can be understood by the audience. Ability to speak another language is a plus.
- Excellent interpersonal skills and the ability to develop and maintain effective working relationships with a wide network of internal and external contacts.
- Ability to provide customer-centric leadership and contribute to the VAA's mission, vision, and values.
- Ability to apply business acumen and continually advance business improvement objectives.
- Ability to remain calm, make rational decisions within established parameters and lead the deployment of resources during incidents and emergency situations.
- Ability to demonstrate initiative and work independently within the scope of the role.
- Ability to maintain airport-wide situational awareness throughout the shift.
- Ability to manage multiple priorities and consistently produce results within timelines.
- Analytical, problem solving and judgement skills.
- Conflict management, negotiation, and issues management skills.
- Supervisory skills and the ability to manage performance, provide coaching, motivation, and corrective action when necessary.
- Ability to use a variety of information technologies, Microsoft Office suite, and standard office and operation-specific software applications.
- Ability to read and interpret technical documentation and legislation

#### Other requirements:

- Must be eligible to work in Canada.
- Must be able to obtain and maintain the following as a condition of employment:
  - Government of Canada Secret Clearance
  - Airside Vehicle Operator Permit (AVOP)
  - Radio Operator's Certificate – Aeronautical
- Must be willing to work shifts to meet operational requirements.
- Physical fitness and stamina, e.g.: the position requires walking inside and outside the terminal building in all weather conditions.
- Must be willing and able to tolerate a noisy work environment where there may periodically be fumes from aircraft.

Approvals			
Prepared by:	René Sheir	Date:	26 August 2022
Approved by:	Ken Gallant	Date:	26 August 2022