

Management Profile

Title:	Director, Airside Operations and Emergency Services	Category:	Excluded
Reports to:	Vice President Operations	Group:	Operations

Purpose

The Director, Airside Operations and Emergency Services (Director) leads, directs and oversees the day-to-day performance of all aspects of the Victoria Airport Authority's (VAA) airside operations, systems and services, and emergency management programs, including Airport Fire Service ensuring compliance with standards and regulatory requirements. The Director interprets the VAA's strategic priorities, conducts operational planning and defines the policies, procedures and performance standards that guide all aspects of airside operations. The Director is relied upon as a key member of the management team to ensure the continuous operation of these critical systems and services which are integral to airport operations. A role model for VAA's values, the Director manages relationships with a wide network of stakeholders and leads a multidisciplinary team of employees.

Accountabilities

1. Provides advice and recommendations regarding all aspects of the Victoria International Airport airside operations, and emergency management programs, including Airport Fire Service, systems and services¹.
2. Interprets VAA's strategic priorities and leads the development and implementation of:
 - a. Multi-time horizon business and operational² planning to ensure airside operations, assets and services are responsive to operational realities, resilient to emerging threats and anticipate VAA's future requirements.
 - b. Policies, procedures and standards to guide operations and manage performance including: risk, security and safety dimensions.
3. Leads, directs and oversees day-to-day airside operations systems and services ensuring compliance with performance standards and regulatory requirements.
4. Leads and directs research and analytical projects to evaluate strengths, weaknesses, opportunities and threats and develops strategies to advance objectives.
5. Leads and directs or manages capital/operational projects and initiatives to improve performance, introduce new functionality, expand capacity and/or address threats or opportunities.
6. Manages relationships with key internal/external stakeholders, clients, service providers, partners, industry contacts, local governments, Indigenous leaders and others to collaborate on operational objectives of mutual interest, apply influence, negotiate agreements, resolve issues and advance VAA priorities.

¹ Including: airside operations, airside and groundside maintenance (e.g. winter maintenance: de-icing;), Safety Management System, emergency response, wildlife management, and ensuring regulatory compliance and corporate operational and safety objectives are achieved.

² Including business continuity/disaster recovery planning.

7. Leads and manages the development and oversight of operational budgets.
8. Leads, contributes to and oversees the enhancement of the positive corporate culture within VAA, and the reputation of VAA within the community, sector, and industry.
9. Leads, directs and supervises a multi-disciplinary team of employees, manages performance, makes hiring/discipline/dismissal recommendations, and allocates resources.
10. Determines capital requirements to support operational needs.
11. Collaborates with Planning and Engineering and external consultants on capital projects
12. Prepares and/or contributes to reports, statistics, presentations, communications materials, training programs and other media.
13. Maintains expertise in airport management trends, best practices, operations and systems.
14. Conducts other related duties.

Job Requirements

Education:

- Degree in aviation management, business administration, operations management or equivalent discipline, and seven years of recent, related experience*; OR
- A minimum of ten years of recent (within the past twelve years) related experience* in a similar role.

*Recent, related experience must include:

- Experience leading and managing airside safety and maintenance operations, including at least five years' supervisory experience.
- Experience conducting business/operational and risk mitigation planning.
- Experience managing multiple projects, programs and systems.
- Experience managing operational budgets and overseeing contracted services.

Other requirements:

- Must be eligible to work in Canada.
- Must be able to obtain and maintain Secret Airport Security Clearance as a condition of employment.
- Must be willing to work outside normal work schedule to meet operational requirements.

Knowledge of:

- Industry standards, best practices, safety, risk management and regulatory requirements related to all aspects of airside operations, emergency services and related infrastructure, systems, operations and performance standards.
- Expert knowledge of The Canadian Aviation Regulations, standards, and other related legislation.
- Advanced knowledge of ICAO Standards and Recommended Practices relating to Airport Operations
- Working knowledge of the Canadian Security Regulations (CASRs 2012)
- Issues, trends and challenges related to the management of airside operations emergency response.
- Operations management, business/operational planning and risk management.
- Financial management, procurement and contract management.
- Human resource management.
- 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.
- Analytical, problem solving and judgement skills.
- Conflict management, negotiation and issues management skills.
- Project management skills.
- 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

Prepared by:	René Sheir	Date:	February 19, 2025
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