

Management Profile

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

Purpose

The Director, Airside Operations (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, 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. Develops and executes strategic plans, priorities and performance measures regarding all aspects of the Victoria International Airport airside operations, systems and services¹ ensuring alignment with VAA's corporate strategy and providing regular reporting to the Executive and Board.
2. Provides senior organizational leadership to multidisciplinary teams within unionized and excluded environments, ensuring workforce capability, succession readiness, labour relations oversight, and a high-performance culture aligned with VAA's values and strategic objectives. Provides confidential advice and strategic recommendations to the Executive on organizational design, workforce planning, labour relations, and employee relations matters to support the achievement of VAA's long-term organizational objectives.
3. 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.
4. Leads, directs and oversees day-to-day airside operations systems and services ensuring compliance with performance standards and regulatory requirements.
5. Leads and directs research and analytical projects to evaluate strengths, weaknesses, opportunities and threats and develops strategies to advance objectives.

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

² Including business continuity/disaster recovery planning.

6. Leads and directs or manages capital/operational projects and initiatives to improve performance, introduce new functionality, expand capacity and/or address threats or opportunities.
7. 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.
8. Accountable for operating and capital budgets within assigned areas, including long-term capital planning, business case development, procurement oversight, contract tendering and negotiation, vendor governance, and responsible allocation of resources.
9. 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.
10. Leads, directs and supervises a multi-disciplinary team of employees, manages performance, makes hiring/discipline/dismissal recommendations, and allocates resources.
11. Determines capital requirements to support operational needs.
12. Collaborates with Planning and Engineering and external consultants on capital projects
13. Prepares and/or contributes to reports, statistics, presentations, communications materials, training programs and other media.
14. Maintains expertise in airport management trends, best practices, operations and systems.
15. Conducts other related duties.

Job Requirements

Education:

- Master's degree in aviation management, business administration, operations management or equivalent discipline, and seven years (7) 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 possess a valid BC Class 5 Drivers License as a condition of employment.
- Must be able to obtain and maintain (1) Enhanced Airport Security Clearance, (2) Airside Vehicle Operator's Permit [AVOP] 'D', and (3) 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, safety, risk management and regulatory requirements related to all aspects of airside operations 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.
- 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:	July 2026
Approved by:	René Sheir	Date:	July 2026