



## **Flight Operations Manager- Light Aircraft**

**BASED IN CAPE TOWN**

### **The company:**

- Founded 17 years ago, a unique, multi-award winning company with high global reach (clientele and employees)
- The only company to offer a commercial private jet service to the Antarctic continent
- Renowned for their top end luxury and exclusivity
- Extremely complex value chain with extraordinarily high logistical expenses that enable transportation to, and accommodation of guests on the continent
- Highly seasonal business which results in the need for careful planning in both the high and low seasons

### **Primary responsibilities:**

- Advance White Desert's goals to:
  - Set new benchmarks for customer service excellence;
  - maintain a safe workplace, managing risks to the ALARP standard, and remaining ever vigilant for complacency;
  - be environmentally responsible and foster in others a love for Antarctica;
  - achieve value for money in all expenditures,
  - maintain a workplace where all everyone feels supported, valued and accountable.
- Accountable for all aspects of flight operations on ice as well as leadership of the on ice Flight Operations team (training, performance management, cultural)
- Responsible for the management of flight support functions in Antarctica and the oversight of White Desert's flying activities including the development of flight programs.
- Antarctic flight support functions include the operation of the Wolf's Fang Runway (WFR), operation of several ski-ways, all ground support procedures and flight information services provided from WFR.
- Manage the relationship with air service providers, including contract management.
- In delivering these services, maintaining effective relationships with the Antarctic Operations Manager (Manager, responsible for the seasonal plan), the On Ice Program Leader (Direct Report, responsible for tasking aircraft) and the Enterprise Manager (Contractor, aircraft operator) is fundamental.
- The Flight Operations Manager- Light will have frequent contact with aircrew, contractors and staff from National Programmes near or supporting White Desert operation. This contact will include liaison, advice on anticipated runway and asset availability, schedule changes, and handling enquiries over timing and procedures.
- When in Cape Town, the position will assist in flight scheduling and dispatch activities, for the inter-continental aircraft.

### **Duties:**

- Develop the seasons on ice flying program to support the season operational plan.
- Manage the on ice aviation budget.

- Manage, at an operational level, the contractual relationship with contracted aircraft operators (Enterprise Aviation). This include overseeing performance, approving contractor budgets.
- Communications between Cape Town and Antarctica regarding flight movements and the delivery of the on ice flying program.
- Oversee on ice flight scheduling/tasking conducted by the On Ice Program Leader (also Runway Manager).
- Maintaining oversight of key operational resources including:
  - Aircraft seat and payload capacity
  - Fuel reserves and future needs, and
  - Camp populations
- Manage runway and ski-way operations and procedures.
- Manage ground support services to the aircraft.
- Manage and progress business improvement projects.
- Contribute to the planning and coordination of other business unit activities.

#### **Nature of the Role:**

- Initially it is likely that considerable oversight from the Operations Manager will be required but it is intended that with experience, the incumbent will be afforded and required to operate with a high degree of autonomy. The position will regularly be required to make high consequence decisions (tasking aircraft in Antarctica), often at short notice and with incomplete information.
- There is a seasonal nature of the role, with a very high tempo of operations over summer (September to March) where flight operations may occur at any time. Outside this window there is no flying activity and a normal office routine can be maintained.
- The role is required to spend a significant amount of time in Antarctica, 3 weeks minimum each season.