

Deputy Flight Operations Manager - DHL

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Company: Talent Pal

Location: Muharraq

Category: other-general

Schedule: FulltimeShift: Standard

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Job Overview:

To manage the Dispatch function of the Airline. To act as Deputy for the Flight Operations Manager and Technical Support Manager. Oversee technical, regulatory and administrative aspects related to the Airline Dispatch function. To initiate developmental programmes for the Dispatch Staff. Review, amend and implement DHL Aviation Flight Operations policies as prescribed within his/her area of responsibility.

Main Responsibilities:

To secure the necessary flight permits as required by the Airline AOC to meet the demand of the Middle East and INCC air network. Ensuring that the Office is manned with the required amount of Duty Managers, Flight and Assistant Dispatchers. Ensure AOC flights in the Middle East and INCC network are dispatched in a safe, legal and cost-effective way. Maintain compliance with ICAO and Bahraini Civil Aviation regulations related to Flight Control. Ensure Flight Operations are conducted under strict adherence to relevant Regulations.

depending on carriers country of registration. Control departmental roster including annual leave plan. Control of the jump seat process. Oversee efficient use of Company fuel policy. Manage the Airport Risk Assessment process on behalf of Flight Operations determining new flight destinations are suitable. Document any flight report incident /accident and assist with investigation and corrective actions where required. Daily operations management of charter enquiries. Ensuring self audits are conducted within his area of responsibility in accordance with the Quality System. Record the audit and remedial action taken results where necessary. Ensuring that any DHL Aviation Quality Department nonconformities are managed in accordance with the Quality System procedures. Undertake mandated audits e.g. AIRLINE/IOSA/BCAA. Ensure Flight Control is adequately staffed to support the demand placed by the present schedule in the Middle East and INCC air network. Control the capture and data quality associated with all AOC flights in DHL suite of proprietary IT applications. Provide operational support to all charters or schedule flights executed through DHL under code share agreements with other airlines. Ensure fleet scheduling activities (long term and short term) are properly executed and communicated to involved areas. Support development of contingency planning which requires a change of operators and/or equipment and/or destinations. Managing the Dispatch departmental budget and expenditure and to ensure effective day to day cost control. Develop and promote team spirit and communication channels within the department. Empower his/her team members to accept delegation and new responsibilities as part of their development. Maintain open communications with Maintenance all Aviation and DHL Departments. Provide staff with appropriate training and instructions to conduct their roles properly and efficiently to ensure all business objectives are achieved and also to ensure to keep them updated with new technologies regulations and business practices. Encourage a positive and proactive approach from staff with regular appraisals of performance against stated objectives key tasks targets and standards.

Education & Experience Qualifications:

10 years experience of Previous Management. Flight Dispatcher licensed desirable. Crewing experience using the AIMS crew scheduling system. Degree level education. Thorough knowledge of EASA/IOSA/ICAO regulations and BCAA ANTRs. Analytical thinking. Ability to Multitask. Ability to communicate with technical and nontechnical staff. Ability to hold people accountable. PC literate (Excel Word Outlook Power Point etc.). Problem Solving. Must have the ability to understand a dynamic environment and be able to keep a step ahead by exploring multiple solutions to possible problems. Decision Making. Understanding of

financial impact and cost of Flight Control activities in the Middle East and INCC Network. Strong situational awareness is required to support short-term decisions. Planning and Organisation. Management of critical documentation in compliance with legal and company requirements. Fluent in written and spoken English enough to communicate at all levels in required Technical terms.

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