



## Job Description-Flight Operations Manager

### Summary:

Lead and control the day-to-day and strategic Flight Operations function for Alliance NCC Operations, ensuring safe, compliant, and efficient operations. The role manages flight officers, ensures the quality of their work products, and embeds just culture, safety (SMS) and information security (Part-IS) in daily operations.

### Key Duties:

- Lead day-of-ops control, roster, and crew pairing; ensure FDTL compliance.
- Approve Go/No-Go decisions; manage irregular ops and recovery.
- Support the NPFO in maintaining Ops Manuals and notices; ensure crew read/understood compliance.
- Support SCM drive SMS reporting, risk assessments, and safety actions; support investigations.
- Implement Part-IS controls in ops systems and EFBs; coordinate IS assurance.
- Manage pilot and flight officer performance, line checks (when implemented), and training plans.
- Run Ops QA audits on briefs, MEL use, performance, and documentation.
- Liaise with CAMO, trip support, and authorities; represent the operator in audits.
- Produce monthly KPI packs and close audit findings/CAPAs on time.

### Requirements:

- significant NCC/business aviation ops experience.
- Proven leadership of pilots/ops controllers; excellent CRM and coaching skills.
- Strong knowledge of EASA Part-NCC, SMS, FDTL, MEL/CDL, and PBN ops.
- Experience implementing IS controls in flight operations (Part-IS).
- Proficiency with EFBs and flight planning/scheduling tools.

### Quality of Work Standards for Flight Officers

- **Pack accuracy:** OFPL correctness, NOTAM triage, weather summaries tailored to route/aircraft limitations.
- **Performance:** Correct application of runway, obstacle, and weight/fuel calculations; MEL restrictions applied.
- **Compliance checks:** FDTL audit prior to release; licenses/medicals/currency verified.
- **Configuration control:** Current charts, databases, and controlled documents used and recorded.
- **IS practices:** Secure handling of flight plans and crew data; incident reporting.