

MANAGER, AIRPORT OPERATIONS SUPPORT

VANCOUVER, BC

WHO WE ARE

Vantage Airport Group is a privately owned, industry-leading investor, operator, and developer of airports around the world. Offering more than 20 years of global experience, we have received international recognition in areas such as operations, design, sustainability, and finance while delivering award-winning commercial programs.

Our network encompasses a diverse range of airports, each with vastly different competitive and cultural environments. We have worked with 31 airports; successfully transitioning 20 airports across three continents from public to private operation. In 2016, nearly 31 million passengers travelled through Vantage network airports via 99 airlines. The strength of our teams and our continuous focus on our partnerships with our stakeholders ensures our airports are financially strong, operate safely and efficiently, and are well-connected to the communities and businesses they serve.

Our growing portfolio includes airports in Canada, Europe, the Caribbean and the United States. Our most recent additions include Vantage’s role with LaGuardia Gateway Partners (LGP) to lead and oversee the \$4 billion redevelopment of LaGuardia Airport’s Central Terminal Building B, the largest transportation public private partnership in the United States and Chicago’s Midway International Airport where Vantage has formed a partnership to redevelop and operate the concession program.

Passionate about People, Performance and Place - our success lies in the strength of our global talent - a team of some of the world’s most respected industry professionals.

THE ROLE

Contribute to the Business of Airports, Around the World

Based at Vantage’s head office in Vancouver and requiring domestic and international travel, this corporate role will deliver operational guidance, expertise and solutions to our network airports. The Manager, Airport Operations Support plays an important role in assessing and reporting on the operational and financial performance of airport sites and supporting programs to showcase our airports’ achievements as well as supporting new airport projects. The Manager, Airport Operations Support also contributes to corporate business development initiatives, supports our asset management program, as well as actively participates in integration and transition activities for new airports joining the Vantage network.

Key Responsibilities Include:

Our Network Airports

- Build and maintain credible, collaborative working relationships with airport operational teams
- Assist network airports in the annual business plan and budget review process and support them in the delivery of business plan objectives
- Regularly report on network-wide operational risks, based on safety and security performance indicators and regulatory compliance
- Bring critical thinking and analytical skills to resolving operational problems
- Equip airport teams through coaching, influencing and demonstrated leadership
- Ensure follow-through and timely completion of all operational projects and initiatives
- Participate in network airport emergency planning and contingency support for table tops and live exercises

Network Operational Excellence

- Research, document and promote the sharing of operational best practices and processes, innovative solutions and process improvements
- Support the development and delivery of network-wide operations training and people development initiatives
- Lead Vantage's Peer Review Program in collaboration with network airport specialists
- Participate in industry stakeholder working groups
- Stay abreast of international aviation safety, security, and Aircraft Rescue and Fire Fighting (ARFF) acts and regulations

ABOUT YOU

You have at least seven years' experience in airport operations with an emphasis on team leadership, preferably across multiple functional areas. Airside operations experience, quality assurance or auditor certification - all considered an asset. You possess sound knowledge of Safety and Security Management Systems (SMS/SeMS) and airport regulations and have a successful track record in the preparation and implementation of operational plans, policies and Standard Operating Procedures (SOPs). Ideally, your professional experience is supplemented by a university degree or college diploma in operations management or aviation-related accreditation.

You are a collaborative team player who also enjoys working independently and are comfortable working in a decentralized, multi-site environment. Additionally, you have:

- a preference for working with an entrepreneurial, fast-paced team
- demonstrated business acumen
- strong verbal and written communication skills, and,
- a passion for learning

You are an independent self-starter, calm under pressure and you are motivated to apply your practical experience, technical expertise and innovative ideas to the success of our airports.

WHAT WE OFFER

In addition to a competitive compensation and benefits package, career progression, access to a global team of talented professionals, and international travel, we are growing and offer boundless opportunities to make your mark. If you share our sense of adventure, come, and join us for the journey.

TO APPLY

Please send a cover letter and résumé, noting how you heard about this opportunity, to careers@vantageairportgroup.com. Candidates must be legally entitled to work in Canada.

For more information about Vantage Airport Group, please visit: www.vantageairportgroup.com