

Operations Manager – Surface Access

Division:	Stobart Aviation
Location:	Southend Airport
Shift Pattern:	Full time, 40 hours per week, across 7 days
Salary:	circa £35,000 per annum dependant on experience
Reporting to:	Chief Operating Officer

Stobart Group:

Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

You will be responsible for ensuring that all surface access modes, including rail, car parking, buses, and taxis are operating effectively and efficiently. By leading a team of staff, you will maximise performance, customer satisfaction, and commercial returns, along with leading airport reporting to the licence holder, to ensure compliance with regulatory requirements.

What will I be responsible for?

- Leading the safe, secure, and efficient operation of the airport Surface Access facilities with staff, working to clear and consistent procedures
- Responsible for all Surface Access systems
- Ensuring compliance with all existing rail safety, security and environmental regulations
- Delivering a safe, effective, and fully endorsed station scheduling template
- Monitor and deliver against agreed KPIs for the Surface Access estate, reporting to the airport senior management team and local authorities
- Support the effective share of accurate data with the rail regulator via the license holder and others as appropriate
- Build and develop the airport's Surface Access team, focusing on the development of current and future business needs via selection, training, development, and coaching of staff
- Ensuring appropriate emergency orders, contingency, and business continuity plans for surface access are in place to ensure business risks are managed
- Managing relationships with internal and external stakeholder groups, ensuring the ongoing growth and success of the airport
- Contributing as an integral member of the airport management team
- Support where required of the operation at Carlisle Lake District Airport
- Compile and manage the departmental budget



Experience:

Demonstrable experience in leading, organising, and managing a team
Strong commercial awareness and astute relationship management
Detailed industry knowledge
Numerate, with good financial awareness, and experience of budget management
Champions continuous improvement
Fast, competent decision making and implementation
Experience with business planning

Qualifications

A recognised qualification in management to at least NVQ level
Minimum 5 years in either the railway industry, car park management, or similar
Educated to at least 'A' level standard, or equivalent

How to Apply:

All applications should be made by submitting an up to date CV and detailed covering letter to:
LSAHR@southendairport.com

Stobart Group is committed to equal opportunities for all, and we provide a fully inclusive and accessible recruitment process. Should you need any documents in a different format, or require any further support or assistance, please contact the HR Team on 01702 538626 or email LSAHR@southendairport.com

The successful applicant will be rewarded with a package including company pension scheme and uniform.

For Stobart employees: You must inform your line manager in advance if you are short-listed for an interview.

