

## Operations Manager – Surface Access

<b>Division:</b>	Stobart Aviation
<b>Location:</b>	Southend Airport
<b>Shift Pattern:</b>	Full time, 40 hours per week, across 7 days
<b>Salary:</b>	circa £35,000 per annum dependant on experience
<b>Reporting to:</b>	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](mailto: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](mailto: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.

