



# AIRPORT OPERATIONS

When most people think of airports they think of Pilots and Cabin Crew, but it is the airlines, not airports, that actually employ Pilots and Cabin Crew. East Midlands Airport has a wide variety of exciting, demanding and rewarding jobs. Some of these are in Airport Operations.

Airport Operations covers just about every aspect of airport life from Management to Information Services to Business Development, Finance, Human Resource Management, Marketing and Sales. There are many opportunities to develop a great career. With Airport Operations you can start on a part-time or temporary role and work your way up to management and even director roles.

Airport Duty Managers (ADM) are crucial to the safe and smooth running of the airport terminal. They are responsible for everything that happens in the terminal day-to-day. They have a planning role and an operational role. They regularly liaise and meet with other ADMs, management teams, the Police and Security. They need

excellent communication skills. They must be able to take the lead, make quick decisions, take immediate action and remain calm in an emergency. Ultimately, ADMs are responsible for maintaining high standards.

## Airport Management

Airports are often described as mini cities or small towns. They are home to lots of businesses, including airlines, freight operators, fire service, shops, cafés and bars so there is a lot to manage. East Midlands Airport looks for talented people to become managers.

Managers at the airport always say no two days are the same. They stress the importance of team work and great customer service skills, diplomacy and a professional approach. The Management team has to ensure the airport operates efficiently and makes a profit.

The airport has to be a good neighbour too so there are staff who work in Corporate Social Responsibility, working with the local community. This team must be great communicators, but they must also be tactful and, on occasion, diplomatic.

## Airside Operations

Airside Operations is all about making sure the airfield and apron run safely and smoothly all the time, 24/7, 365 days a year. It is a heavily regulated area and shift work is normal.

Airside Operations focuses on the safety and control of operations and this includes managing birds on site. Airside Operations staff manage

aircraft from the runway to stands and vice versa. This requires careful planning, but adverse weather and delays can cause havoc with the best laid plans.

Controlling birds on the airfield is a crucial part of Airside Operations. Birds can cause a lot of damage. Staff use several methods to keep them away from the apron and runway.

One way is to keep grass to specified height which is not attractive to birds. This usually means keeping the grass too short for birds to be able to hide from predators. Some vehicles are equipped to provide sounds that birds will find scary such as the sound of birds in distress.

The main role of Airside Operations is to make sure the airport 'apron' is in compliance at all levels with East Midlands Airport's in-house safety management system. People working in this field often collate data and provide feedback.



*Airport Duty Manager in action*

# TO WORK IN AIRPORT OR AIRSIDE OPERATIONS OR MANAGEMENT

## You'll need

In most cases no formal qualifications are needed, but you will need a good standard of general education. Full training will be provided.

East Midlands Airport provides opportunities for people to work their way to up to management positions. Usually staff will have a lot of experience at the airport by working in a variety of roles.

## You'll be

- A great communicator
- A problem solver
- Tactful
- Confident
- Well-presented
- A good listener

- A good team worker
- Good at planning and strategic thinking
- Particularly good at dealing with situations before they become problems.