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## VACANCY : OPERATIONS MANAGER

DEPARTMENT	Universal Air Evac (UAE)
LOCATION	Lanseria Airport
REPORTING TO	General Manager
POSTED	10 February 2025
<b>CLOSING DATE</b>	<b>14 February 2025</b>

*This vacancy is open to Internal applications.*

If you would like to apply for this position and feel you meet the requirements:

- **Internal Candidates:** Please forward your CV to [charntel.hattingh@nac.co.za](mailto:charntel.hattingh@nac.co.za) or deliver a completed Internal Application form to the Human Resources Offices. Please ensure that your Manager is informed of your intention to apply for this position.

**If you do not hear from us within seven days after submitting your application, please regard your application as unsuccessful.**

### KEY PERFORMANCE AREAS

- Work with the team in maintaining the day-to-day operational aspects of the service
  - Provide leadership, to both external and internal stakeholders, in the delivery of professional and effective air ambulance evacuation services for clients of UAE and to establish and maintain the highest standards of excellence
  - Active involvement in reviewing mission information and considering the mission's risk and risk mitigation accordingly
  - Regular availability as an operational point of contact for after-hours escalation
  - Management oversight of the procurement processes for medical, operational and aviation requirements
  - Involvement in infection prevention control
  - Mentor and assist with professional development and retention of staff
  - Assist in ensuring that staff are aware of and follow the code of conduct, procedures and protocols
  - Ensure adherence to UAE and other required standards for all services provided
  - Contribute to the ongoing quality improvement program within UAE
  - Assist with flight and medical crew and flight desk inductions, orientation, refreshers, and ongoing training relating to UAE operations
  - Support the Safety and Quality team to ensure measures are in place to monitor and achieve KPI's and targets
  - Support the Operations and Aviation teams to ensure measures are in place to monitor and achieve KPI's and targets
  - Participation in the Quality and Safety Management Forums
  - Assist with the development and maintenance of standards, policies, procedures, and guidelines
  - Assist with client interactions and other marketing
  - Carry out other responsibilities as requested
  - Assist in compiling and maintaining required reports and other tools
  - Assist with development of new UAE Operations which may be in foreign locations
  - Interactions with Civil Aviation Authorities, customs and airport authorities
  - Monthly Aircraft reports
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- The accurate capturing of aircraft utilization data, including but not limited to the completion and collection of AURs, Folio's, Monthly hour report and NMR reports
- Engine Maintenance Program monthly submissions
- Financial management, budgetary controls and cost reductions in the UAE operations

## **REQUIREMENTS**

- Previous experience in air ambulance operations (Flight desk, Clinical or Aviation Operations).
  - Excellent Computer literacy (Microsoft 365 Suite).
  - Exceptional English communication skills (written and verbal).
  - Enjoy working in a fast-paced environment.
  - Geographical and current affairs knowledge.
  - Able to work on your own in different locations and may require foreign travel.
  - Foreign language advantageous (preferably French or Portuguese).
  - Process and detail oriented.
  - Must be available all hours when required.
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