FIJI AIRPORTS

Position Description

Vacancy Title: **Operations Interface Manager**

Location: **Nadi**

Reports To: **Senior Project Manager**

Objective

The Operations Interface Manager is a key role designed to bridge the critical gap between operational teams and project delivery. This position requires a strong understanding of airport operations to ensure projects are executed seamlessly and align with operational needs. By fostering clear communication and collaboration among departments, the manager provides strategic oversight that safeguards operational continuity while driving project success. This role reports to the Senior Projects Manager.

Outcomes

Organisational Stakeholders

1. Stakeholder Liaison & Coordination

- Ensure seamless coordination between project delivery teams and airport operations by proactively aligning timelines, access needs, and operational constraints to prevent delays and operational disruptions.
- Enable safe and compliant work execution through timely facilitation of permits-to-work, airside access, security clearances, isolations/LOTO, energisation approvals, and required inspections by consultants or regulators.
- Reduce delivery risks by identifying, monitoring, and managing interdependencies across engineering, safety, security, IT, commercial, and operational workstreams.
- Strengthen stakeholder engagement and accountability by maintaining an up-to-date stakeholder register and clear escalation pathways.
- Improve decision-making and project transparency by issuing accurate, timely meeting minutes and action trackers that drive follow-through and closure.

2. Operational Impact

- Protect operational safety, service continuity, regulatory compliance, and passenger experience by proactively assessing, quantifying, and mitigating the operational impacts of all project activities.
- Ensure construction works integrate seamlessly with airport operations through rigorous evaluation of effects on passenger flows, aircraft movements, and security protocols.
- Support informed decision-making by delivering structured, multi-factor impact assessments for airside and landside works covering safety, capacity, service levels, passenger movement, security, and maintenance implications.
- Minimize operational disruption by aligning works with approved operational windows and validating all required permits and clearances.
- Strengthen governance and accountability by submitting impact assessments through PMO and Change Control processes and securing timely stakeholder approvals.
- Enhance operational resilience by developing clear contingency and rollback plans to manage unforeseen issues or disruptions.

3. Safety Oversight

- Safeguard airport operational safety and regulatory compliance by ensuring all construction activities meet airport safety standards and never compromise live operations.
- Reduce safety risk and operational exposure through rigorous review of planned works, validating mitigations, contingencies, and rollback strategies before approvals.
- Enable safe commencement of works by coordinating and completing all required safety and security inspections with airport authorities, consultants, and regulators, securing signoffs in advance.
- Minimize disruption to airport operations by aligning construction activities with operational constraints, traffic patterns, and peak passenger/aircraft periods.
- Maintain continuous compliance during execution by monitoring works throughout delivery and commissioning, escalating immediately when risk thresholds or safety conditions are breached.
- Strengthen safety culture and incident prevention by leading incident and near-miss reporting, driving root-cause analysis, and implementing corrective and preventive actions.

4. Enhanced Communication & Transparency

- Enhance stakeholder alignment and reduce miscommunication risks by establishing clear, timely, and traceable communication across all project and operational groups.
- Improve responsiveness and accountability by defining and enforcing communication protocols, including SLAs, escalation pathways, and standardised templates.
- Protect operational continuity through the timely issuance of disruption and advisory notices aligned with operational constraints and impact windows.
- Strengthen cross-functional coordination by chairing and actively participating in interface meetings that drive clarity, resolve conflicts, and accelerate decision-making.
- Increase project visibility and readiness assurance by maintaining real-time dashboards and trackers for permits, RFIs, approvals, and operational readiness milestones.
- Ensure traceability and operational assurance by capturing stakeholder acknowledgments for high-impact advisories and critical operational notices.

5. Change Management

- Strengthen stakeholder alignment and operational certainty by serving as the primary liaison for airlines, tenants, regulators, ground handlers, utilities, and internal operations teams.
- Ensure clear understanding and readiness for operational change by delivering impact briefings and change communications, capturing stakeholder acknowledgments for full traceability.
- Protect the stability of live airport operations by ensuring all changes affecting assets, systems, schedules, and stakeholders are fully identified, assessed, approved, communicated, and implemented through a controlled and auditable process.
- Improve governance and risk transparency by maintaining a comprehensive Change Register that records impact ratings, approvals, dependencies, and implementation status.

6. Reporting & Monitoring

- Enable informed, data-driven decision-making and strong governance by ensuring accurate, timely, and transparent reporting of project progress, operational readiness, risks, and compliance performance against key KPIs.
- Improve operational oversight and accountability by developing and maintaining robust reporting frameworks that track interface actions, permits, safety compliance, and operational impacts, ensuring leaders have clear visibility of emerging risks and readiness status.

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Engineering	Operations Management, Project Management, Business Administration or a related field.

Work Knowledge and Experience

Minimum of 8 years in operations, systems integration, project management, or interface coordination roles.

Demonstrated experience in operational readiness, process integration.

Experience in large-scale infrastructure development.

Comprehensive understanding of airline/airport operations, including flight, maintenance, ground handling, safety, and regulatory environments.

Deep knowledge of international aviation standards and regulations (ICAO, EASA, FAA, IATA).

Ability to translate operational requirements into project deliverables within aviation programs.

Skilled in producing operational impact assessments, interface matrices, and readiness reports.

Proficiency in briefing senior leadership and operational teams.

Requirements

Language Proficiency

Excellent command of English

Professional Associations

Membership of appropriate Professional Institution

Regulatory Compliance Requirements

Driver's License

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Fiji Airport Sections	
	Project Management Office (PMO):	
External		
	CAAF	
	Airlines	
	Air Terminal Services	
	Contractors	
	Tenants	

Attributes

Behavioural Styles

Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.
Forthright	Speaks out frankly without hesitation, showing a direct manner.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.

| Disciplined/Systematic | Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach. |

How To Apply

Applications must be submitted through the Maxumise Job Portal using the link provided, as only online applications will be accepted. Applicants must include a CV and a cover letter that clearly addresses the critical competencies required for the role, along with the contact details of three recent work-related referees. Only shortlisted applicants will be contacted.

Contact for Enquiries

Contact Name: Leonarda Patterson

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Closing Date: 15 Feb 2026