

Job Specification

Job Title	Senior Manager: Cargo Development and Operations
Category	Permanent Position
Division	Cargo Development and Operations
Reporting To	Executive: Cargo Development and Operations
Job Level	Paterson Grade D5
Job Purpose Statement	<p>To oversee all operations of the Cargo Division, including the terminal, air road, trade house and air side on behalf of DTPC and ensure compliance to aviation legislation and standards. Will be responsible for overseeing operations, growing the air cargo business and providing policy & regulatory guidance on aviation security and safety compliance requirements of DTPC. This will include ongoing liaison and support to existing clients, as well as internal audit function in the areas of aviation operations, aviation safety and aviation security. Shall also represent DTPC on statutory aviation safety and aviation security forums.</p>
Key Performance Areas	<p>Oversee Operations</p> <ul style="list-style-type: none"> ● Ensure sufficient resources exist to ensure efficient operations of air cargo at KSIA ● Oversee the management of all air cargo operations at the cargo terminal and ensure they adhere to all IATA standards and meet SLA as required by clients ● Oversee operations of trucking services and ensure they offer an effective value added service to DTPC customers and clients ● Oversee the establishment of Customs Controlled Areas (CCA) and monitor operations ● Ensure there are sufficient operating standards and to ensure the V.C.B. operations adheres to all aviation requirements; Ensure the seamless inetergration of the cargo terminal to external areas such as Tradehouse & the airside ● Assist in development of Ramp Handling Operations & ensure they adhere to Aviation Regulations including the IATA Airport Handling manual ● Optimise resource (human, finacial, IT, etc) management in all operational areas ● Oversee all O&M activities working with the Operations Task Team and other role players in the organisation

Business Development, Sales and Commercial Management	<ul style="list-style-type: none"> ● Develop and implement business development initiatives aimed at increasing cargo volumes ● Research modern cargo operations, business trends and advise DTPC on growth and investment strategies ● Develop and implement strategies to increase revenues ● Manage cost of sales for cargo services ● Develop proposals and bids for new cargo handling services from airlines ● Grow the usage of DTPC GSE equipment to the benefit of the local airline community and DTPC ● Ensure cargo products and services are appropriately priced including through providing updates to the pricing structure when necessary ● Implement operational plans to retain customers in times of crisis that periodically affect aviation
Route Development	<ul style="list-style-type: none"> ● Participate in Air Services and Route Development committees and related initiatives undertaken by associated partners and stakeholders ● Ensure Cargo issues are taken care of when working with new airlines ● Develop proposals for cargo carriers / freighters aimed at creating routes to King Shaka International Airport ● Conduct due diligence on proposals received from carriers ● Develop comprehensive database on cargo volumes and throughputs (product, origins / destination, value, volume, etc)
Client Liaison	<ul style="list-style-type: none"> ● Represent DTPC in industry forums and liaise with stakeholders such as SAFF ● Prepare and conduct regular customer satisfaction surveys. ● Oversee customer response system and methods is in place for all customer queries ● Negotiate rates with customers where necessary
Develop Partnerships	<ul style="list-style-type: none"> ● Develop strategic relationships with key stakeholders in the aviation industry. ● Maintain partnerships with existing vendors and service providers. ● Represent DTP on all existing legislative aviation security and safety bodies and forums. ● Develop agreements with industry players for collaboration where necessary e.g. companies in other transport modes in order to enhance the DTPC cargo offering

	<ul style="list-style-type: none"> ● Implement revenue growth initiatives in the cargo strategy and oversee cost management for the division
Reporting	<ul style="list-style-type: none"> ● Ensure monthly dashboards are produced timeously ● Ensure quarterly performance reporting is done ● Oversee research into cargo the cargo market highlighting trends and developing patterns relevant for DTPC ● Provide market intelligence into air cargo sector
Regulatory Compliance	<ul style="list-style-type: none"> ● Ensure the terminal receives and maintains certificate to operate as a regulated agent ● Keep up to date with changes in legislation and ensure readiness of Cargo division to implement any new requirements ● Liaise with all regulatory agencies at the terminal whenever necessary ● Conduct audits in the areas of aviation security and aviation safety and provide audit reports with recommendations. ● Monitor & ensure compliance with legislative and regulatory requirements (e.g. ICAO, IATA, CAA, NOSA, NASP, etc)
Contract Management	<ul style="list-style-type: none"> ● Ensure quality control to ensure deliverables by contractors ● Assist in selecting and evaluating suppliers where necessary ● Report on contracts and performance when required ● Negotiate with contractors where necessary
People Management	<ul style="list-style-type: none"> ● Manage and motivate staff to achieve maximum performance by training, mentoring & skills development ● Ensure all Job Descriptions, Performance Agreements and Performance Assessments for staff are compiled, completed and finalised timeously ● Plan for and manage recruitment needs for the Cargo division ● Ensures that the working environment contributes to improving staff morale and increasing productivity ● Provides leadership that demonstrates the values of DTPC

**Qualifications,
Knowledge,
Skills and
Competencies
Required**

- Degree (Transport or Logistics management or related field) or Air Cargo management Degree
- Training in Air Cargo Management
- 8 years experience in the air cargo environment, aviation security and safety environment of which 5 years in a management position
- At least 5 years experience in airport / airline operations
- Comprehensive knowledge of local and global airfreight industry
- Comprehensive knowledge of the aviation industry
- Knowledge of aviation security legislation/regulation
- Knowledge of safety legislation/regulation
- High level of computer proficiency in MS Office
- High level of proficiency in Cargo Systems
- Innovative in finding solutions to client's needs
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of diverse customers
- Ability to build and maintain relationships with customers at all levels
- Be able to work independently and take initiative
- Teamwork – build effective relationship management for delivery to customers
- Results driven, with a winning attitude
- Ability to develop, plan, and implement short and long term goals
- Dedication and willing to work long hours when required
- Demonstrate Professional Excellence
- Pro-active - Service improvement contributions
- Multi-Cultural Strengths - working across cultures and leveraging where applicable
- Ability to communicate with sub-ordinates clearly and professionally
- Ability to manage in a crisis environment

Closing Date

26 November 2021

**Employment
Equity**

Preference will be given to African Female candidates and/or candidates with disabilities, as per DTPC's Employment Equity Plan.

**Recruitment
and Selection
Process**

The process will consist of the following steps:

- Shortlisting of CVs based on minimum requirements of the role;
- 1st Round Panel Interview;
- 2nd Round Panel Interview, if necessary;
- Psychometric Assessment/s; and
- Verification Checks.

Verification Checks

The following verification checks will be conducted:

- Criminal;
- Credit (position of trust) and Financial dealings, if relevant to position;
- Qualifications;
- Reference Checks;
- South African citizen;
- Drivers license; and
- Positive verification of current remuneration package.

Remuneration and Benefits

R1,042,800 - R1,564,200 Total Cost to Company Package.

Cellphone allowance of R1,615 per month.

25 Working days leave per annum.

Non-guaranteed performance bonus.

Application Forwarding Details

Applications, including a detailed CV, must be forwarded to HR@dubetradeport.co.za.

Please ensure that the vacancy being applied for is clearly indicated on your application.

Correspondence will be limited to shortlisted candidates only. Should you not be contacted within 2 months after the closing date, then your application has not been successful.