



Gliding Club of Victoria

P.O. Box 46, Benalla 3672. Phone 03 5762 1058, Fax 03 5762 5599
Incorporated Association No. A0033547P
ABN No. 58 092 889 983

OPERATIONS MANAGER POSITION DESCRIPTION

BACKGROUND

The Gliding Club of Victoria is located in Benalla, Victoria, Australia, approximately 200km north east of Melbourne. We are the largest single gliding club in Australia, with approximately 200 flying members, and during the summer season we welcome pilots from all around Australia and the world to experience the weather, terrain airfield and facilities that we offer.

POSITION BRIEF

The Operations Manager (OM) reports to the President of the Gliding Club of Victoria (or delegated Committee Member), and is responsible for managing the mid-week (Mon-Fri) operations of the Club to ensure they are conducted in a professional and customer-oriented fashion during the annual peak operating period, 1st November – mid March.

In addition to the managerial responsibilities, the OM role is very much 'hands-on', and the holder is expected to assist generally when required both in the clubhouse and on the field.

The OM is the 'face' of GCV and must interact in a personable and professional manner with existing and new club members, staff, visiting pilots and the general public.

PRINCIPAL RESPONSIBILITIES

The Operations Manager is ultimately responsible and accountable for the following:

Taking overall responsibility to ensure that the GCV mid-week gliding operations comply with current GFA Operational requirements.

Managing all aspects of the training operation.

Introducing, orienting and familiarising visiting pilots with equipment and the airfield/surrounding area (incl. organizing site check flights as required)

Encouraging participation and promotion of gliding activity by their personal enthusiasm for the sport

Working collaboratively with the club Tug-Master, Technical Directors and Club Engineers to ensure the availability of operation of personnel, serviceable tugs and gliders.

Working cooperatively with the Office Manager to ensure the efficient operation of the GCV administration.

Providing the GCV Committee with a brief written weekly report on the operation

Providing a detailed end of season report on what worked well, what didn't, improvements for next season, pilots to monitor / follow up etc.

To conduct exit interviews with students to ensure satisfaction with the services provided and to encourage ongoing involvement.



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DAILY RESPONSIBILITIES

Ensure that the following services are performed. Any of these responsibilities can be delegated to appropriately qualified and experienced people as needed.

Manage and oversee all Instructional activity (training, checking and coaching activities, training courses etc.)

Ensure that a morning briefing is provided covering:

- Review of previous day (successes, achievements, safety issues etc)
- weather, duty runway, etc.
- allocation of Club gliders and SPOT/logger distribution.

Manage the availability of instructors, tug pilots, Club operated gliders and tugs and to prepare for any contingencies that may arise

Oversee the use of the SAR book and ensure that all gliders have returned at the end of the day - this may involve arranging retrieves.

Encourage participation in the OLC.

Provide support/assistance to less experienced pilots regarding the use of loggers and the OLC

Welcome and introduce new pilots and arrange appropriate check flights and familiarisation with facilities and rented gliders

Supervise airfield maintenance (including mowing where necessary)

Ensure that all equipment (parachutes, batteries, loggers, glide computers, etc.) are serviceable, and to provide general support with these when required.

Qualifications

It would be extremely desirable for the operations manager to hold a level 2 GFA instructor rating or an equivalent. A tug pilot qualification on Pawnee and/or Scout aircraft would also be useful to provide a backup.

Good inter-personal and communication skills would be highly regarded

Daily Inspectors Ticket (GFA or Equivalent)

A general understanding of how gliding clubs operate is a must

Experience in how GCV operates would be highly regarded.