



1. Job Title: CHIEF FINANCE OFFICER

Reports to: Chief Executive Officer

Responsible for: All staff under Finance and Support Services Department

Department: Finance and Support Services

Job Purpose

Provide strategic financial leadership and support on the overall operation and effectiveness of the organization. Has primary day-to-day responsibility for planning, implementing, managing, and controlling all financial related activities of the company. Has a direct responsibility for accounting, finance, budgeting, strategic planning, costing, legal, property management and deal analysis and negotiations. As a key member of the Executive Management team, he takes on a strategic role in overall management of the company. This integral role will demand technical skills paired with strong leadership to help the continued growth of the airline.

Key Responsibilities:

In particular, he/she will:

- Be responsible for all financial and fiscal management aspects of company operations;
- Provide strategic leadership and coordination in the development and implementation of the 5 year business plan, financial management, accounting, budgeting, program and system management efforts of the company;
- Oversee the preparation of the annual budget, monthly Profit and Loss, Balance Sheet and cash Flow Statements.
- Be responsible for enhancing the cash position of the Company;
- Be accountable for the development of a financial and operational strategy, metrics tied to that strategy, and the ongoing development and monitoring of control systems designed to preserve company assets and report accurate financial results;
- Approve and coordinate changes and improvements in automated financial and management information systems for the company.
- Oversee the approval processing of revenue, expenditure, and position control documents, department budgets, mass salary updates, ledger and account maintenance and data entry;
- Coordinate the preparation of financial statements, financial & management reports, special analyses and information reports;
Ensure appropriate and robust finance, accounting, billing and auditing procedures ;
- Ensure records systems are maintained in accordance with generally accepted financial standards, assist in obtaining the necessary licenses and insurance required to operate the business;

- Develop and implement purchasing and supply chain management; and
- As a member of the Leadership team, contribute and work collaboratively with all elements of day-to-day airline operations, including employee and customer relations, safety, revenue management, scheduling, strategic alliances, sales, brand management, product development and customer service delivery.
- Ensure safe keeping of all company assets and stores and periodic audit of stores and that all assets are engraved
- Oversee the IT department and ensure full integration of the IT system
- Carry out the staff appraisals for the department.

Minimum Qualification and Experience:

- An Honours Bachelor's Degree in Business Administration, Accounting or Finance, or a closely related and relevant field, from a recognized University.
- Full Accountancy professional qualification, such as ACCA, CPA or equivalent qualification is a must.
- Must be Member of the Institute of Certified Public Accountants of Uganda(ICPAU)
- Possession of a relevant Master's Degree is an added advantage.
- Minimum of 15 years of experience in financial management in a large organization and at least 5-7 years in a Senior Management role in aviation.
- Knowledge of strategic planning, the budget process, cost recovery, financial and contract management is a must.

Relevant Competencies

- Must be self-starter; organized; able to prioritize and manage multiple tasks; handle frequent priority shifts; and be very detail oriented.
- Excellent verbal and written communications skills a must.
- Highly efficient computer skills
- Collaborative working style and ability to build strong relationships with people at all levels of the organization
- Must be able to motivate, coach and train other staff to perform their roles.
- Sound business judgment, a high degree of personal motivation, and very strong work ethic.

2 **Job Title:** CHIEF COMMERCIAL OFFICER(CCO)

Reports to: Chief Executive Officer

Department: Commercial

Job Purpose

This role will be key to developing and building the Airlines business across their African, Asian, Middle East and eventually European bases with the aim of stimulating passenger growth and to encourage business from other airlines. Working with travel agents and distributors you will be aiming to maximize passenger revenue and to reduce cost of sale.

Key Responsibilities:

- Develop and implement the sales and marketing policies, strategies and procedures in line with industry best practices.
- Manage the territory budget preparation process to ensure the sales and revenue opportunities are maximized.
- Attend industry events and conferences to generate new business leads and spot marketing opportunities for new clients.
- Scheduling for Uganda Airlines fleet of long-haul and regional aircraft at Entebbe International Airport
- Identifying international and regional market behaviour, consumer trends and potential for future growth.
- Initiate and cultivate successful client relationships, maximize partnership potential and drive to consistently exceed client expectations.
- Monitor performance data and Key Performance Indicators (KPIs). Set up call plans, daily, weekly & monthly reporting mechanisms to ensure that appropriate selling skills are suitable employed.
- Responsible for Global Sales, Global Call center, GSA & PSA Structures, Strategic pricing, Loyalty Program, Distribution processes & Payments, Commercial systems, Digital retail, and UR Holidays set up.
- Guide, train, coach and review performances and immediately address any shortcomings to derive an effective, high-performance sales team.
- Provide and oversee overall leadership on a strategic and commercial level for sales and other activities within the Airline network.
- Develop and deliver revenue, maximize the returns, identify and penetrate new markets, where appropriate.
- Formulate and implement the sales strategy, including local corporate sales policy, to maximize short and long-term revenue opportunities, reduce cost of sale and generate channel shift where appropriate.
- Manage and maintain relationships with other Airlines, Tour & Travel Agents, Government bodies and corporate companies.
- Accountability for the strategic direction of the Corporate/ Trade and Leisure sales in the network and defining the optimal way to increase sales by

recommendations for routes, timings, aircraft type and other product development.

- Lead and direct the team to deliver corporate and commercial objectives and in such a way as to enhance employee motivation and satisfaction.
- Oversee and supervise employees including directing daily activities, recruitment, training, development and discipline to ensure a high standard of service delivery.
- Take the lead in setting up airline sales offices across the network, finding Handle any other tasks that may be assigned by your supervisor

Minimum Qualification and Experience:

- A Bachelor's degree in Commerce, Business Administration, Economics or closely related discipline.
- A relevant or Professional Certification in Marketing or MBA or a relevant Master's degree with bias in Strategy or Marketing.
- A Post Graduate training in Sales and Marketing is a must.
- Aviation experience is a strong preference with 15 years in reputed Airlines which should include at least 10+ years of Airline experience in Africa, Europe and Middle East, an overall 5 +years in a management role with in-depth knowledge and experience of Sales, Marketing, Network Planning & Strategy, Revenue Management functions, Pricing structures, Interlines and customer relations as a must.
- Extensive International Airline experience and vast industry contacts will be plus for the Airlines Route expansion, interline/codeshares portfolio.
- Strong understanding of pricing structures and yield management, GDS experience
- Knowledge of net, tour operating and published fare contracts.
- In-depth and good understanding of both B2B and B2C relationships.
- Understanding Cost leadership and return on investment in all activations etc
- Proven knowledge in network planning
- Knowledge in loyalty programs management
- Knowledge of digital marketing techniques and technology-based product distribution systems, sales channels and setting up a call center.
- Knowledge of interline services, and IATA airline practices
- Able to manage multiple start-up stations across the target airline network with ability to negotiate effectively at all levels.
- Ability to coordinate multiple activities, including travel agency, GSA, tour operator, OTA relationships, office set-up, establishing contracts, recruitment of staff, building-up sales channels and preparing for inaugural events.

Competencies

- Be strategically minded, service oriented and commercially focused

- Possess thorough knowledge of airline passenger sales and marketing communications and customer service.
- Proven leadership record with a demonstrated ability to engage and inspire the team to deliver organizational objectives
- Result oriented, flexible in approach and able to produce results in a challenging environment.
- High level of integrity and professionalism with a clean track record of performance.

3. Job Title: CHIEF PILOT

Reports to: Head of Flight Operations

Responsible for: Pilots

Department: Flight Operations

Job Purpose

The Chief Pilot is responsible for designing and maintaining systems that support the safe execution of flight operations procedures and Uganda Airlines flights. He manages day-to-day flight operations functions and programs including but not limited to pilot recruiting, pilot training, pilot records, manual currency, external reports, airport charts and publications, scheduling and pilot domicile management. The position reports to the Head – Flight Operations. As a Post holder, the Chief Pilot shall meet the requirements of Uganda Civil Aviation Regulations, as appropriate.

Key Responsibilities:

- Ensure the Flight Operations aircraft are operated to the highest level of safety and that all crew members maintain professional standards at all times.
- Supervise the screening, selecting and monitoring of Flight Captains / First Officer candidates.
- Carry out crew performance appraisals, providing feedback to pilots, dispatch personnel, taking corrective or developmental actions when required.
- Responsible for maintaining a liaison with the Head of Flight Operations in all operational matters.
- Responsible for the training and retention of all flight operations personnel.
- Coordinate training needs to ensure that adequately trained pilots are available for all trip needs.
- Ensure that the aircraft copies of the Operations Manual are current.
- Shall participate in the investigation of, and make a report to the Head of Flight Operations and other senior management on, any aircraft accident, reportable incident, records discrepancy, or crew flight violation.

- Liaise with the Head of Flight Operations in ensuring that pilot records are maintained to Company standards.
- Responsible for aircraft charts and related publications.
- Work closely with the Maintenance to ensure that aircraft maintenance problems do not unnecessarily disrupt scheduled flight operations.
- Inform crew, traveller's, maintenance department, and other pertinent personnel of all changes to itineraries prior to or during course of trip.
- Coordinate Pilot scheduling, daily aircraft allocation and Flight scheduling with Dispatch department.
- With Maintenance, monitor hours on aircraft until next aircraft inspection and maintenance is due, including managing flight schedules to accommodate aircraft maintenance work.
- Responsible, with the Head Maintenance, for preparing and submitting the aircraft Mechanical Interruption Summary Reports.
- Assist in the evaluations, engineering and development of aircraft modifications and improvements.
- Perform other duties and tasks as assigned by the Head – Flight Operations.

Minimum Qualification and Experience:

- Must hold an ATPL, and a minimum of 4000 hours in command of a large Aircraft
- A Bachelor's Degree in a related field or its equivalent will be an added advantage
- At least three years working experience in a similar position in a commercial airline.
- The Chief Pilot shall be a Senior Training Captain holding a valid, appropriate type-rating and be rated on at least one aircraft Type on Uganda Airline's fleet.
- Demonstrated managerial and administrative knowledge and capabilities, as well as knowledge of office computer applications.
- Knowledge in Safety Management systems
- High level of integrity with the ability to keep confidential information secure.
- Excellent communication skills, a motivator and team builder.
- Strong problem solving and analytical skills.
- Effective coaching and influencing skills.
- Ability to prioritize a high volume of tasks and work well under pressure and time constraints.
- Being a member of an aviation professional body is of added advantage.
- Acceptable to the Uganda Civil Aviation Authority, as part of AOC conditions

4. Job Title: HEAD OF MAINTENANCE AND ENGINEERING

**Reports to: Chief Executive Officer
Accountable Manager (AOC Operations)**

Responsible for: Staff under Maintenance & Engineering Department

Department: Maintenance & Engineering

Job Purpose

The Head Maintenance and Engineering is responsible for the development, implementation and maintenance of high quality, cost effective, safe, efficient and reliable engineering and maintenance functions, which meet regulatory and Air Operator Certificate (AOC) requirements.

Key Responsibilities:

- Provides leadership, overall administration, and general direction to the engineering programs department.
- Directs operational excellence, oversees the reliability program.
- Trend's reliability for the fleet type and provides direction to the fleet team on areas for focus and improvement.
- Directs Uganda Airlines' engineering & maintenance program.
- Directs Maintenance & Engineering (M&E) technical publications and oversees Airlines Aircraft technical information integration and strategy.
- Ensures engineering support is provided in the form of adequate maintenance procedures, required modification and repair instructions, and assistance in the correction of chronic and systemic problems.
- Ensures all related aircraft maintenance program instructions, work documents, and control procedures are developed and administered in accordance with Civil Aviation Authority (UCAA) regulations, EASA, Uganda, Africa, East Africa policy, and industry best practices.
- Sponsors and recommends new preventive maintenance procedures and reliability improvement changes in the interest of safety and cost reduction.
- Serves as an advisory member on the Reliability Analysis Program (RAP) control board.
- Assists in M&E system assessments by serving as an advisor when attending the following meetings: Data Analysis Group (DAG), Continuous Analysis and Surveillance Working Group (CASWG), Safety Review Board (SRB) and Continuous Analysis & Surveillance (CAS).
- Stays abreast of existing and proposed Uganda and UCAA regulations and forwards recommendations in response to proposed regulation changes.
- Conduct cost-benefit and operational performance research and analysis on Engineering and Maintenance programs
- Assists in the development of new or revised divisional policies and programs as required for attainment of M&E objectives.

- Supports Safety Management Systems (SMS) within the M&E organization using the SMS policies and procedures as outlined in the SMS Manual of the General Procedures Manual (GPM).
- Ensure completion of the annual appraisals for all engineering staff.
- On request of the Accountable Manager, report to the Board regularly on departmental performance and fleet status.

Minimum Qualification and Experience:

- Bachelor's degree in Engineering with a focus in aerospace, aeronautical or mechanical engineering or two years of relevant training/experience in lieu of this degree.
- At least 10 years' experience in aircraft maintenance, with five of those in a senior managerial role.
- 3 years' experience in maintaining the same category and class of aircraft used by the air operator certificate holder including one year in the capacity of returning aircraft to service.
- Knowledge of UCAA regulations and oversight functions (for both aircraft and engine operating airworthiness certificates).
- Aircraft Maintenance Engineer's License with appropriate airframe and power-plant or Avionics ratings.
- Aircraft maintenance and engineering management background and relevant experience in continuous airworthiness management.
- Acceptable to the Ugandan Civil Aviation Authority, as part of AOC conditions.
- Membership of an aviation professional body is an added advantage.
- Excellent communication skills: verbal (both informal working teams and formal executive presentations), and in clear/concise written documents.
- Strong interpersonal skills, with the ability to create collaborative relationships that drive outcomes in the best interest of the company with others in the organization and key external business partners.

5. Job Title: HEAD OF FLIGHT OPERATIONS

**Reports to: Chief Executive Officer
Accountable Manager (AOC)**

Responsible for: All staff under Flight Operations Department

Department: Flight Operations Job Purpose

The Head of Flight Operations reports to the Chief Executive Officer on day to day running and also to the Accountable Manager for the AOC protocols. The person is

responsible for Flight Operations Performance, Control of Flight Operations and the setting and monitoring of Operational Standards for all aircraft operated by the airline. He/She manages and supervises the activities of the department and is responsible for hiring of crew, overseeing flight dispatch, cabin services, crew training, catering and other operational staff as required by the airline. The Head of Flight Operations as a Post Holder must be approved by the Uganda Civil Aviation Authority.

Key Responsibilities

- Development and maintenance of Flight Operations strategies and policies to achieve high standards of Flight Safety
- Day to day management of the flight operations department to ensure legal, safe and efficient operation.
- Ensuring compliance with all laws, rules, and regulations governing flight and maintenance activities.
- Prepare and control the annual training budget of the flight operations department.
- Offer technical support in the selection and recruitment of flight crew, cabin crew and operations personnel
- Keep proper maintenance and disposition of personnel, aircraft and other flight operations records including load sheets and flight manifests and maintain current operations library, as per applicable regulations.
- Ensure flight crews are assigned to each flight and that each flight has a designated Pilot-in-Command.
- Accountable to ensure network compliance with all safety and regulatory standards for Flight Operations & Service Delivery.
- Ensure continuous training and qualification of flight crew members.
- Develop a clear succession plan in the department at all levels
- Ensure, in conjunction with Head of Maintenance and the Pilot-in-Command that the maintenance and serviceability status of the assigned aircraft is safe for flight operations.
- Control operations and operational standards of all aircraft operated by the airline
- Coordinate functions which impact on operational control (e.g. maintenance, crew scheduling, load control, equipment scheduling).
- Calculation, submission, and control of the Flight Operations Budget ensuring that there are sufficient flight crew to fly the planned schedule, in the most effective and cost efficient manner.
- Supervise, produce, update and amend the Company Operations Manual, in conjunction with the Manager Corporate Quality.
- Establish and maintain a close working relationship with the regulatory authority on matters concerning flight operations.
- Ensure that crew scheduling complies with flight and duty time regulations.
- Ensure that all crew members are kept informed of any changes to the regulations and standards, including dissemination of aircraft safety information, both internal and external.

- Adequately advise the Chief operations officer and Accountable manager on all operational matters.
- Take lead in the performance management and appraisals of all staff in the department.
- Ensure compliance with IATA Operational Safety Audit (IOSA) standards, as applicable.
- Ensure receipt and actioning on any aeronautical information affecting the safety of flights.
- Liaise with relevant departments regarding Aircraft Maintenance, Safety, Operational issues, crew availability and aircraft operational limitations.
- Participate in accidents and incidents investigation.
- On request of the Accountable Manager, report to the Board regularly on departmental performance and fleet status.

Minimum Qualification and Experience:

- Bachelor's Degree in a related field or its equivalent and various equivalent Senior Management courses with a major international airline as a must.
- 15+ years' experience in aviation with experience in management, including five years in a senior management position in a major international airline as a must.
- Have held an ATPL with appropriate type ratings and a minimum of 5000 hours of Pilot-in-command experience in jet aircraft operations with long-haul.
 - At least 3 year experience as Director or Head Flight Operations and also proven experience as an instructor (TRE/TRI) in a commercial scheduled airline.
 - Must be thoroughly knowledgeable of the operations Manuals and related component.
 - Management skills, including selection, coaching and counselling team members, evaluating performance, team building, administration and operational planning.
 - Excellent communication skills (verbal & written) including an ability to interact with all levels of the organization.
 - Computer literate and able to work independently to prepare reports to management.
 - Being a member of an aviation professional body is an added advantage.
 - Acceptable to the Uganda Civil Aviation Authority, as part of AOC conditions

6. Job Title: HEAD OF GROUND OPERATIONS

Report line: Chief Executive Officer

Responsible for: Ground operations staff, suppliers

Job purpose

The Head of Ground Operations is required to ensure safe, efficient, reliable, high quality and cost effective services across the network.

He/She will be responsible for the delivery of high standard of ground operations which meet all regulatory requirements as well as the commercial targets and Key Performance Indicators (KPI's) set by the Company including OTP,TAT and load control processes.

Roles and Responsibilities

- Driving the overall strategy for AOC operations in terms of safety, ground operations, staff welfare, overall efficiency and costs. The scope cover - check-in, special passenger, baggage, gate management, flight irregularities, baggage irregularities, ramp handling and GSE.
- Responsible for monitoring and ensuring Ground Operations are conducted in accordance with applicable regulations and standards of Uganda Airlines.
- Ensure all regulatory requirements established by Uganda of Civil Aviation (UCCA) are complied with and ensure recommendations by UCAA are efficiently and effectively carried out.
- Ensure that all key internal stakeholders from CEO, level down are kept fully informed and are suitably represented as required on all issues concerning ground operations. Lead and manage the airline's Ground Operations at the nominated base(s) and to deliver targeted performance outcomes in all areas of safety, cost control and operational performance.
- Ensure that Ground Operations comply with Acts and Regulations and safety standards at all times.
- Manage cost in line with budget and deliver ever lower cost operational solutions and arrangements with the growth of the airline, achieving volume-based discounts.
- Identify all new opportunities for operational improvement and / or cost savings in the nominated area of responsibility.
- Ensure scalable growth for the nominated base(s) in all areas including, but not limited to, the start-up of new operational locations, the increasing of base sizes, alternate and diversion arrangements and close management of any disruption.
- Support the Ground Operations team in activities, as required.
- Ensure Ground Operations and third-party ground handler staff comply with Cash Handling for Ground Operations SOP and Cashiering - Ancillary Income SOP from the Finance Department.

- Has authority to make decisions up to Medium Risk Level to the safety and / or security of aircraft operations and shall consult the COO/CEO for any High-Risk events according to Uganda Airlines SMS Manual.
- Ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements.
- Monitor Ground Operations including all airports and collaborate with all relevant authority to ensure smooth passenger handling flow. Monitor Cargo operations in the warehouse and aircraft operations.
- Maintain a smooth operation in case of flight disruptions with proper communication and SOPs followed for Flight disruptions.
- Ensure operations procedures and standards are developed in conformity to IOSA, IATA Ground Operations Manual (IGOM) and Legal requirements.
- Ensure all UR and Ground Handling Agent (GHA) personnel are properly trained up to required standards.
- Manage liaison with external parties i.e. Civil Aviation Department of the Countries Uganda Airlines operates, The Uganda Civil Aviation Authority (UCAA), International Air Transport Association (IATA), etc. on operational requirements.
- Ensure company procedures that proper passenger and baggage reconciliation are followed.
- Ensure all Load sheets provided for UR (and or third-party Airlines) are in compliance with legal requirements, in conformance to Company requirements and are consistently accurate and safe. Ensure all Load sheet Officers, Loading Supervisors and Ramp Coordinators handling UR (third party Airlines) are appropriately trained and certified in accordance with legal and Company requirements. Ensure contingency plans, to maintain the operation at an agreed level, are in place for Load sheet production.
- Develop, issue, control and maintain Load sheet and Loading policies, procedures and processes, including relevant sections of the aircraft handling manuals that interface with Load sheet and Loading process.
- Implement appropriate risk controls or mitigations to maintain an acceptable level of safety and continuously improve the overall safety level of aircraft operations.
- Handle contingency situations including E&A and major operation disruptions.
- Represent Uganda Airlines and participate in corporate contingency planning forums

Qualifications and Competencies

- Bachelor's degree in management, statistics, Business Administration or relevant professional qualifications.
- Minimum 8 years, Ground Operations experience in an airline or handling company at an international or regional perspective is a must.

- Detailed knowledge of Ground Handling requirements, including Service Level Agreements (SLA's).
- Knowledge of IATA ground handling procedures.
- Knowledge of IATA Safety Audit for Ground Operations (ISAGO) an advantage. • Knowledge in Safety Management Systems, Load control and related qualifications.
- Previous experience at senior management level.
- Excellent communication and interpersonal skills.
- Proven knowledge of ground operations regulations relevant to the AOC
- Ability to manage work in shifts, under pressure, with a high degree of personal/professional flexibility.
- Excellent people management skills.
- Proven influencing and problem solving skills.
- Ability to adapt to technological changes in a fast paced, dynamic environment.
- Proven experience in the aviation industry – particularly in operations of Airside Safety.

7. Job Title: COMPANY SECRETARY

**Reports to: Board of Directors
Chief Executive Officer**

Responsible for: Legal Officers

Department: Legal and Board Affairs

Job Purpose

Handle board affairs, contract negotiations, legal representation, legal advisory, minutes capturing and action plans for board and management, Ensure effective corporate governance.

Key Responsibilities:

- Report to the chairperson and often liaise with board members.
- Prepare agendas and papers for board meetings, committees, and annual general meetings (AGMs) and follow up on action points.
- Convene and service AGMs, take minutes, draft resolutions, and lodge required forms and annual returns with appropriate departments.
- Provide legal, financial, and/or strategic advice during and outside of meetings.
- Ensure policies, regulatory, or statutory changes that might affect the organization are up to date and approved by the committee.
- In case of lawsuits, investigating the cause of the litigation, collecting evidence that is permissible in the court of law and preparing all the groundwork required to prosecute the case
- Ensuring that all the Company's licenses, agreements, and permits are valid and renewing legal contracts before they lapse.

- Ensuring that all statutory matters regarding Company compliance are done.
- Maintain statutory books, including registers of members, directors, and secretaries.
- Handle correspondence, collate information, write reports and communicate decisions to relevant company stakeholders.
- Liaise with external regulators and advisers such as lawyers and auditors.
- Implement processes or systems to ensure good management of the organization.
- Develop and oversee the systems that ensure the company complies with all applicable codes, in addition to its legal and statutory requirements.
- Take an active role and provide valuable input to the management decisions related to sharing issues, mergers, and takeovers.
- Review contractual agreements with suppliers and customers to ensure the company is legally covered.
- Participate as legal secretary on the contracts committee
- Attend to all labour disputes of the company at labour office and industrial court
- Liaise with the Solicitor and Attorney General on all relevant matters concerning the company.
- Carry out annual departmental appraisals.

Minimum Qualification and Experience:

- A Bachelor's degree in law.
- Diploma in Legal practice.
- A relevant Master's qualification will be an added advantage
- Proven experience at senior management level preferably in a busy legal firm or company for at least 7 years.
- Excellent knowledge about all matters of law related to the field of work, which can range from corporate companies to Government organizations.
- Excellent knowledge in government legal practices
- Knowledge in East African Legislation

Relevant Competencies

- High level of maturity, ethics, and integrity with a clean track record
- Proven managerial, negotiation and communication skills.
- Proven corporate planning knowledge and skills.
- Results-oriented.
- Proven presentation and reporting abilities.
- Interpersonal, human relations, and team management skills.
- Analytical, accuracy and judgmental skills.
- Project management and networking skills.
- Good training and coaching skills

- A confident, independent, articulate and reliable personality.
- Ability to work under tight deadlines and for long hours.

8. Job Title: MANAGER QUALITY & MONITORING

**Reports to: Chief Executive Officer
Accountable Manager (AOC Operations)**

Responsible for: Quality Auditors, Document control officers & staff

Department: Quality

Job Purpose

As a required Air Operator Key Management Personnel, the Head Quality & Monitoring is responsible for ensuring that a quality assurance programme is established, maintained, and implemented.

Is responsible for ensuring that strict compliance with Uganda Civil Aviation Regulations is maintained.

Responsible for ensuring that Company standards and procedures ensure safe operational practices and assure that airworthy aircraft shall be operated. Shall monitor all operations in the operational disciplines of Flight Operations, Safety, Maintenance, Ground Handling, Cargo, Dispatch, Security, and the general organization in accordance with set Airline standards and any additional requirements set by Uganda Civil Aviation Authority.

Key Responsibilities

- Be the overall authority of the company internal and external Audit program.
- Shall be the primary liaison with the Uganda Civil Aviation Authority on behalf of the Accountable Manager.
- Shall report directly to the Accountable Manager and maintain an independent position to ensure that all Quality assurance is managed in the most objective manner possible
- To ensure that the Quality Assurance Program is independent.
- To develop, maintain and implement an annual and biannual audit schedule in accordance with the requirements set by the company standards and Uganda Civil Aviation Regulations.
- Shall ensure compliance and monitoring program through planned Audits and ad-hoc quality surveillance.
- To oversee preparation of audit reports for the respective departments and ensure departmental heads are aware of the levels of compliance in their respective departments.



- To follow up with auditee for root cause identification & analysis, on time appropriate corrective & preventive actions on audit findings to precisely address the root cause.
- To regularly review regulatory changes and prepare recommendations to update company procedures and manuals
- To Monitor and ensure compliance with all company operating procedures, manuals and wires.
- Keep a database to ensure effective management of data derived from the quality assurance program
- Shall be the main focal point for all certification projects that the Airline undertakes.
- Shall support the user departments in all developmental and expansion projects as applicable to the company strategy and goals.
- Work hand in hand with the safety manager to ensure that all post holders companywide perform and manage safety and security risks that might be a threat to aircraft operations.
- To ensure that all post holders conduct operations in accordance with conditions and restrictions of the Air Operator Certificate (AOC) and the Approved Maintenance Organization, and in compliance with applicable regulations and standards of the company as laid down in the operation manuals.
- Shall nominate Company auditors to effect regular audits as required by the audit schedule.
- Ensure that all company processes and procedures are subject to continuous improvement in accordance with the restrictions of the Air Operator Certificate (AOC) and the respective AMO approvals.
- Keep under constant review improvements in safety equipment, procedures and training and make constant recommendations,
- Shall be responsible for preparation and coordination of the Management Review Meeting that will be held once a year as per company regulatory requirements.
- Attend Quality meetings and review boards to discuss matters arising from quality and safety audits.
- Shall be the document owner of all company procedures manuals to ensure that they are produced to an acceptable standard.
- Responsible for the oversight of the SMS operations throughout the organization
- Shall work hand in hand with all operational departments to ensure that all contracted support organizations and service providers are acceptable to the company in accordance with company internal procedures and Uganda Civil Aviation Authority Regulations.
- Perform quality surveillance on the all operational systems, including that of the contracted organizations as a whole to ensure that they remains in conformity with the regulatory requirements and that all operations and maintenance is carried out in accordance with the maintenance contracts;

- Establish and maintain a communication and coordination system between the different operational and maintenance departments and management.
- To ensure that all non-conformances arising from audits are subject to closure during the required period that is set for them.
- When delegating duties, ensure that individuals are qualified and competent to conduct the duties assigned to them.
- Shall have the authority to conduct an audit/inspection in any operational area when deemed necessary.
- Liaise with the Safety Manager and Security Manager as required and monitor the safety related requests for corrective actions, as part of the Flight Safety Program monitoring function.
- Ensure that all aircraft listed on the AOC are maintained to the standards required by Uganda Airlines and the conditions of AOC as prescribed by Uganda Civil Aviation Authority.

Minimum Qualification and Experience:

- Bachelor's degree in Engineering with a focus in aerospace, aeronautical, mechanical, electrical or mechatronics engineering or and an additional two years of relevant training/experience in quality management OR Technical qualifications in Aircraft Maintenance Engineering/ Flight or Ground Operations.
- At least five years' experience in the field of aviation quality management.
- Received type training on at least one aircraft type managed by Uganda Airlines.
- ISO 9001 Lead Auditor Course or equivalent formal training on audit techniques.
- Detailed knowledge of aviation legislation, particularly ICAO, EASA, FAA & UCAA Regulations.
- Successful completion of training in quality management recognized by the authority.
- Shall be accepted/ approved by the Uganda Civil Aviation Authority
- Knowledge and experience in IOSA and ISAGO practices shall be an added advantage.
- Strong communication and presentation skills.
- Analytical thinking, Attention to detail and Good Interpersonal skills
- High level of Integrity and Confidentiality
- Sound understanding of Quality Audit reports
- Trained and conversant with Airline Quality operations systems and procedures
- Trained and conversant with Quality auditing
- Trained and conversant with Airline Safety Management systems
- Trained and conversant with Accident Investigation process and procedures
- Trained and conversant with Operational Quality documentation systems

**9. Job Title: SENIOR MANAGER INFORMATION TECHNOLOGY AND
DATA MANAGEMENT**

Reports to: Chief Finance Officer

Responsible for: Staff under Information Technology, vendors

Department: Finance and Support Services

Job Purpose

Spearheaded strategic planning and establishment of IT Governance, Risk, and Compliance with ownership of all administrative processes at Uganda Airlines. Secure IT capital investment into enhancing Network Security, Messaging, WAN, and Data Centre following in-depth assessment.

Key Responsibilities:

- Devise Digital IT strategies to achieve business goals especially in the areas of Smart Travel using Smart Technologies
- Optimizing Passenger Journey at Key Touch Points and evaluating solutions to improve KPI for Quality
- Establish Business Intelligence systems over operational systems
- Establishing cost effective operating models.
- Directly accountable for leading the line of business – cost centre in its identification, prioritization of strategy, annual planning and budgeting.
- Strategy for Digital Products – Product Development – cloud enablement for Line of Business
- Management of Multi Million USD Business Solutions Delivery, IT Infrastructure and IT Security Programs
- Set up end to end, IT Applications, Infrastructure & Operations for Line of Business
- Support IT infrastructure for Sales & marketing, Pre Sales of Airline, GHA Cargo products, Maintenance and others.
- Responsible for the overall projects management and implementation of new IT systems
- Principle advisor to the business on new applications and infrastructure development
- Responsible for digital commerce (web, mobile, e-payments, call center and others) developments.
- Responsible for business intelligence and analytics design development
- Responsible for the departmental staff appraisals

Minimum Qualification and Experience:

- Bachelor's degree in Information technology, Engineering, computer Science or a related field.

- Minimum of Seven (07) years of experience in implementing, managing and integrating core aviation/airline business systems-Passenger Service Systems (PSS), Maintenance Overhaul & Repair Systems (MRO), Flight Operations Systems, Enterprise Resource Planning (ERP) systems, Global Distribution Systems, Reservations, Inventory and Availability, Fares & Ticketing, Airport Operations, Loyalty, Codeshares and Interlines.
- CompTIA A+, MSCE, Cisco, Oracle, Cloud certification is an advantage.
- Experience leading large IT projects and rolling out IT infrastructures across various technologies.
- Excellent working knowledge of computer systems, security, network and systems administration, database and data storage systems, cloud systems and phone systems.
- Firm grasp on IT infrastructure and operations best practices.
- Strong critical thinking and decision-making skills.
- Excellent knowledge in project management and budget skills is desirable

Relevant competencies

- Innovation and digital transformation
- Project management
- People management
- Financial management

10. Job Title: MANAGER CABIN SERVICES

Reports to: Head of Flight operations

Responsible for: Cabin Crew

Department: Flight Operations

Job Purpose

The Manager Cabin Services is a senior leadership role within Flight Operations Department and the airline. He/She oversees the scheduling and supervision of flight attendants to ensure that company flights are operated to the highest safety standards. The manager Cabin Services also has training and supervisory responsibility for cabin crews across the airline.

Key Responsibilities:

- Establish service and management policy for the Cabin Crew team.
- Provide leadership to cabin crew and ensure the highest levels of safety, regulatory compliance and operational efficiency.
- Maintain a high standard of services on board to passengers.
- Maintain a positive image of the company through cabin crew grooming, uniform and customer service standards.

- Design and implement training for cabin crews for excellent communication on board.
- Ensure that all Flight Attendant manuals, check lists, and other required publications and/or equipment are maintained in a current and serviceable manner in line with CAA regulations
- Coordinate with Head of Flight Operations in maintaining flight schedules for Flight Attendants.
- Manage and supervise cabin crews, including enforcing the company's standard operating procedures, dress code/uniform and grooming.
- Implement staff appraisal systems and assess feedback to cabin crew on performance and recommend training and other corrective measures

Minimum Qualification and Experience:

- Bachelor's degree in a relevant field
- Holder of a Cabin Crew License.
- At least 5 years' experience of operating as a Cabin Crew at the level of a Purser or Cabin Crew Manager.
- Excellent management, analytical and organizational skills.
- Demonstrated leadership and people management skills.
- Excellent interpersonal skills.
- Ability to work across cross-functional teams.
- Strong negotiation and communication skills.
- Self-driven with ability to deliver results at a strategic and operational level.
- Fluency in written and spoken English is essential; knowledge of Swahili, French or other international languages will be of added advantage.

Relevant Competencies

- High level of maturity, ethics, and integrity with a clean track record
- Proven managerial, negotiation and communication skills.
- Proven corporate planning knowledge and skills.
- Results-oriented.
- Proven presentation and reporting abilities.
- Interpersonal, human relations, and team management skills.
- Analytical, accuracy and judgmental skills.
- Project management and networking skills.
- Strong IT and computer proficiency skills.
- Good training and coaching skills
- A confident, independent, articulate and reliable personality.
- Ability to work under tight deadlines and for long hours.

11. Job Title: MANAGER HUMAN RESOURCES

Reports to: Chief Executive Officer

Responsible for: Human Resources

Department: Human Resources

Job Purpose

The Manager Human Resource is the Head of Human Resource section which is tasked with the implementation of all designed programs to foster a conducive work environment and culture for employees. Tasked with developing a high performance culture at the airline and emphasis on communication and engagement at all levels.

Key Responsibilities:

- Implement employment activities across the airline, ensuring properly qualified applicants are recruited.
- Coordinate selection and promotion of personnel.
- Update the company human resources manual and communicate to all staff.
- Ensure that all employees of the Airline are informed/advised on human resource programs, policies, procedures and controls of the company.
- Administer compensation and benefit systems including carrying out salary surveys, preparing and submitting remuneration review recommendations.
- Develop and update job descriptions for all positions for approval by the Board periodically.
- Keep comprehensive up-to-date personal records of employees on matters such as bio-data, wages, training and other related aspects.
- Assist and guide the Airline employees with personal problems, career development and welfare related issues and services.
- Prepare and submit, or oversee the preparation of various employee departmental reports as scheduled/ requested, including analyses of staffing levels.
- Administer, monitor and maintain leave records in compliance with company policies and national labour laws.
- In collaboration with relevant department heads, design and monitor training programs across the organization.
- Develop and implement a complete suite of human resources systems including policies and procedures supporting a performance centric culture.
- Constantly update the Staff Establishment in line with approved organogram
- Serve as the main link between the Airline employees and management on all matters of human resources nature.
- Constantly update the Human Capital Management portal

- Perform any other duties as may be assigned from time to time by the Chief Executive Officer.

Minimum Qualification:

- A Bachelor's degree in Human Resource Management, Business Administration or other closely related discipline from a recognized University.
- A Postgraduate Diploma In Human Resources Management
- HR Professional certification will be an added advantage
- Proven working knowledge and experience in all functional HR areas with emphasis on employee relations and staff development
- Proven capability to communicate clearly and concisely, both written and verbal, with people at all levels in a multicultural and multidisciplinary environment.
- Relevant working experience of 15 years; at least 5 of which should have been at management level in human resources.
- Experience in managing Human Resources in a large organization.
- Should be a member of a Human Resource Professionals body.

Competencies:

- Knowledge of data analysis and reporting.
- Excellent organizational and leadership skills.
- High ethical standards are a must.
- Good communication and interpersonal skills.
- Listening skills
- Rapport building
- Proven Training skills

12. Job Title: MANAGER INTERNAL AUDIT

**Reports to: Board of Directors
Chief Executive Officer**

Responsible for: Internal Audit Officers, External Auditors

Department: Finance and Support Services

Job Purpose

Be responsible for the company's Internal Audit activity. Provide leadership in providing value-adding assurance and advisory services in order to enhance and protect the company's value through risk-based objective assurance, advice, and insight.

Key Responsibilities:

- Lead the development of the Internal Audit's annual plan and ensure the plan is responsive to and aligned with the risk profile of the organization
- Oversee the execution of individual audits defined in the audit plan ensuring the highest level of service quality and client satisfaction.
- Prepare timely audit reports on the results of audit work/engagements in line with the audit plan and standards.
- Meet regularly with the Board Audit Committee to report the status of Internal Audit's ongoing monitoring activities, educate/inform the committee of emerging risks and/or exposures (whether internal or external to the company) that should be considered, and serve as a "thought leader" with respect to risk management and internal control best practices
- Facilitate other departments in the identification and assessment of risks and the development of the Company's risk profile.
- Proactively inform senior management of significant risks or exposures related to internal controls, compliance, and/or governance requiring prompt attention. Manage the process to track, follow-up, and ultimately close all open audit issues
- Oversee Internal Audit's participation in critical business and technology initiatives and projects ensuring that audit's perspective is effectively voiced and appropriate controls are designed and implemented on a proactive basis
- Develop, coordinate and oversee the Internal Audit's Quality Assurance and Improvement Program
- Develop the internal audit manual and supervise its implementation.
- Periodically assess the effectiveness of internal controls, risk management and governance processes and; guide on areas for improvement.
- Provide the Company's Management, whenever necessary, with the relevant specialist, expert and technical advice where and audit mind may be required.
- Develop a team of staff in the department to effectively deliver the departmental mandate.
- Carry out performance appraisals for the staff in the department
- Perform any other duties as may, from time to time, be assigned by the relevant authority.

Minimum Qualification and Experience:

- An Honours Bachelor's in Business Administration, Accounting or Finance, or a closely related and relevant field, from a recognized University.
- Full Accountancy and Internal Auditing professional qualification, such as ACCA, CPA, CIA, or CISA, is a must.
- Must be Member of the Institute of Certified Public Accountants of Uganda(ICPAU)
- Relevant working experience of 8 years; at least 5 of which must be at a level of or equivalent to Internal Audit Manager, or in a similar Management position, in a large and reputable public or private sector organization.

- Excellent knowledge of the standards of the International Professional Practices Framework as issued by the Institute of Internal Auditors is essential.
- Proficiency in the application of Audit-related Software and MS Office Package and related packages, is essential.
- Knowledge of any aviation accounting/audit Software system shall be an added advantage.
- Experience in working with airlines, as well as with other regional and international public, or private sector organizations shall be an added advantage.

Relevant Competencies

- High level of maturity, ethics, and integrity with a clean track record
- Proven managerial, negotiation and communication skills.
- Proven corporate planning knowledge and skills.
- Results-oriented.
- Proven presentation and reporting abilities.
- Interpersonal, human relations, and team management skills.
- Analytical, accuracy and judgmental skills.
- Project management and networking skills.
- Strong IT and computer proficiency skills.
- Good training and coaching skills
- A confident, independent, articulate and reliable personality.
- Ability to work under tight deadlines and for long hours.