# Job Description

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**Job Title**
Head: Terminal/Landside Operations

**Job Location**
Zanzibar City

**Category**
-

**Job Type**
Full Time

**Job level**
Head of Department

**Industry**
Facilities Management

**Open to Expatriates**
Only Open to Tanzanian Nationals

## Minimum Requirements

**Min Budget**
-

**Max Budget**
-

**Primary Industry**
Facilities Management: 10 Years

**Secondary Industry**
-

**Primary Category**
-

**Secondary Category**
-

**Certificate**
-

**Qualification**
-

## Summary

The Head: Terminal / Landside Operationsis responsible for leading terminal operations strategy, ensuring efficient passenger flow, terminal readiness, and high service standards in line with operational, safety, and regulatory requirements.

## Responsibilities

**Terminal Operations Strategy and Leadership:** Define and lead terminal operations strategy to support passenger growth, operational efficiency, and service excellence.

**Passenger Flow and Capacity Management Oversight:** Ensure effective planning and optimization of passenger flow and terminal capacity across all processing areas.

**Terminal Readiness and Infrastructure Oversight:** Ensure terminal facilities, systems, and services are prepared to meet operational demands and peak traffic periods.

**Service Standards and Customer Experience Oversight:** Establish and monitor service standards to ensure high-quality passenger experience throughout the terminal.

**Operational Performance and KPI Management:** Define, monitor, and drive performance indicators related to passenger processing, wait times, and service levels.

**Coordination with Operational Stakeholders:** Oversee coordination with airlines, ground handlers, security, and government agencies to ensure seamless terminal operations.

**Disruption Management Framework Oversight:** Ensure effective frameworks and procedures are in place for managing terminal disruptions and irregular operations.

**Compliance with Safety and Regulatory Requirements:** Ensure adherence to operational procedures, safety standards, and regulatory requirements.

**Continuous Improvement and Process Optimization:** Drive initiatives to improve terminal efficiency, passenger experience, and operational effectiveness.

**Leadership and Team Oversight:** Provide leadership to terminal operations teams, ensuring effective structure, performance, and accountability.

## Education & Qualifications

- Bachelor’s degree in Aviation Management, Business Administration, or related field
- Master’s degree in Aviation Management or Business Administration is an added advantage

## Requirements

10–15 years’ experience in airport operations or terminal management roles

## Characteristics

- Authority over terminal operations strategy
- Ability to enforce service standards
- Influence across stakeholders
- Decision-making during major disruptions
- Terminal operations and passenger flow management
- Performance and KPI management
- Operational planning and coordination

## Reporting To

Chief Operating Officer

## Driving Licence

Not Required

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