



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 Operations is 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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