



The Commission for Aviation Regulation is an independent public body under the auspices of the Department of Transport, Tourism and Sport. Our mission is to protect the interests of Air Passengers by focusing on the delivery of five strategic goals:

- Efficient, high-quality and safety conscious airport services
- Safe and financially-robust Airlines based in Ireland and Groundhandlers at the three state airports
- Financially strong Irish Travel Agents and Tour Operators
- A robust framework to enforce passenger rights in all Irish airports
- A regulatory framework that represents best international practice

Job Title: Travel Trade Licensing Manager

Reporting to: Director of Finance

Location: 3rd Floor, Alexandra House, Earlsfort Terrace, Dublin 2.

Position: Permanent

Job Description

The Travel Trade Licensing Manager, currently reporting to the Director of Finance, is responsible for operating Ireland's insolvency protection arrangement for packages bought from tour operators and travel agents in Ireland. This person will issue licences to and monitor the performance of Irish based tour operators and travel agents and ensure that appropriate insolvency protection arrangements are in place. In the event of a company collapse, the manager would take the lead role in processing claims arising.

Principle Duties and Responsibilities:

- Provide support, goal setting, coaching, and mentoring to the team.
- Operate a system of Key Performance Indicators, monitor the team's performance and take corrective action where required.
- Manage the Commission's licensing processes.
- Carry out financial reviews of travel trade companies and monitor all insolvency protection arrangements that apply in the Irish travel trade.
- In the event of a company collapse, take a lead role in establishing and operating a claims handling process. This may include the repatriation of passengers.
- Monitor and investigate cases of unlicensed trading.

- Keep up to date with national and European developments.
- Keep the Commission's travel trade processes under review and, working with our stakeholders, implement improvements.
- Develop and implement a stakeholder communications and trade visits plan.
- Organise and participate in events to promote all aspects of the Commission's functions.
- Prepare statistical and monitoring reports for the Commission, input to the annual report and other external documents.
- Represent the Commission nationally and internationally.

Skills:

- Strong management, communication and interpersonal skills.
- Excellent organisational and planning skills with the ability to multi-task.
- An interest in consumer rights and complaints handling experience.
- Excellent customer service skills in dealing with the public via email, phone and in person.
- Attention to detail, accuracy and ability to work on own initiative and as part of a team.
- High standard of written and oral English; with drafting, editing and proof reading skills.
- Proficient in MS Office Suite with good typing skills.
- A good knowledge of the relevant Irish legislation is desirable but not essential.
- Experience of representing a company at a senior level nationally and at a European level is desirable but not essential.

SALARY RATE

A salary of €50,329 rising, subject to satisfactory performance assessment, in annual increments to €61,836. Entry will be at the minimum of scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

PROBATIONARY PERIOD

This will be 6 months from the date of actual commencement and is subject to the provision of satisfactory performance during that period.

HOURS OF WORK

The hours of work are 37 hours per week.

Monday to Thursday: 09:00 to 17:30 with 1 hour lunch break

Friday: 09:00 to 17:00 with 1 hour lunch break

ANNUAL LEAVE

Annual Leave excluding public holidays is 29 days per annum.

PENSION SCHEME

Membership of the Single Public Service Pension Scheme is mandatory (unless the applicant has been in a Public Service post within the past 6 months where membership of the Commission's Superannuation scheme shall apply). The Commission is not a member of the Public Service Pension Transfer Network so it cannot take prior pensionable service into account.

OTHER BENEFITS

- Access to cycle to work scheme
- Tax free Bus/ Luas/ Rail to assist with travel costs to and from work
- Access to Employee Assistance Programme

LOCATION

The Commission is based in the 3rd floor, Alexandra house, Earlsfort Terrace, Dublin 2 opposite the National Concert Hall. We are convenient to the Luas St. Stephen's Green stop; several Dublin Bus routes including 46a, 44, 145, and 184 are nearby and we are about 15 minutes from Pearse Station on Westland Row. We are also a two minute walk from the Matthews UCD route Bus stop on Leeson Street Lower.

APPLICATION

Applications including an up to date CV and a letter of motivation stating why you wish to be considered for this post should be emailed to info@aviationreg.ie or posted to the above address to be received no later than 3pm on Tuesday, 7th of August 2018.