



## **GROUND SERVICES MANAGER. DUBAI, UNITED ARAB EMIRATES (THE)**

Magma Aviation has an exciting opportunity for an experienced **Ground Services Manager** to join the expanding team in **Dubai, UAE**. The successful candidate will have experience in ground handling operations, vendor management, or a related aviation services function, with SGHA/SLA negotiation and network oversight being most desirable. We seek a candidate who excels at ensuring compliance, managing performance KPIs, and thrives in a collaborative environment with internal stakeholders and external partners like ground handlers, suppliers, and regulators.

### **Purpose of the Role**

- Primary point of contact for Ground Operations escalation.
- Effective Standard Ground Handling Agreements (SGHAs), Service Level Agreements (SLAs), and Key Performance Indicators (KPIs) management across the network.
- Up-to-date risk register and SMS compliance.
- Documented vendor performance reports and trend analyses across the network.
- Fully compliant and operationally ready ground handling network.
- Accurate and current "Airport Information" and supplier KYC databases.

### **Key Responsibilities of the Role**

- Manage all administrative processes for Magma's appointed ground handling agents (GHAs) and third-party suppliers at all stations, ensuring safe, cost efficient, and compliant operations.
- In accordance with company procurement processes, negotiate, implement, and maintain Standard Ground Handling Agreements (SGHAs), Service Level Agreements (SLAs), and Key Performance Indicators (KPIs) across the network.
- In accordance with company procurement processes, evaluate, select, and establish contracts with third-party service providers, including ground transport, catering suppliers, supervisory agents and custom filing providers.
- Conduct regular GHA performance review meetings, trend analysis, and tendering for service providers.
- Track, analyse, and report KPI/SLA performance from OCC dispatch reports and GHA trends.
- Act as Operator SMS Manager for Ground Operations, ensuring compliance with safety and security regulations.
- Own and maintain the operations department risk register, proactively identifying and mitigating operational risks.

### **What will our ideal candidate have?**

- Minimum 2 Years of relevant experience.
- Experience in Aviation industry.
- Excellent communication skills at an effective operational command.
- Team player to work in a fast-paced environment.

### **What's It In It For You**

- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Unlimited access to thousands of courses on LinkedIn Learning platform

### **Magma Aviation is proud to be an equal opportunity employer committed to workplace diversity**

Magma Aviation commercially markets dedicated wide-body cargo aircraft capacity, contracted on an exclusive basis from third-party airlines.

The UK-based company currently manages a fleet of Boeing 747-400F aircraft and offers a range of ad hoc and regular flying capacity to freight forwarders, logistics providers, and charter brokers.

Whether it's moving perishable cargo from Africa to Europe, or a shipment of automotive components around the world - Magma tailors its services around the client's specific needs.

Magma Aviation is a subsidiary of the Chapman Freeborn Group, who combine over 45 years of experience with unrivalled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. Chapman Freeborn's depth of aviation expertise includes managing passenger and cargo charter operations, aircraft leasing, humanitarian airlifts, and much more.

The Chapman Freeborn Group is also family member of Avia Solutions Group, the largest aerospace business group from Central & Eastern Europe with 83 offices and production stations providing aviation services and solutions worldwide.

**Recruitment agencies: please note we have an in-house recruiter alongside a preferred agency list which we review annually. Therefore, we do not accept any CVs or applications sent to us on a speculative basis. We are pro-active in reaching out to agencies if there is a business need so please refrain from calling us.**

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