

Role Information	
Job title	Captain
Department	Flight Operations
Reports to	Fleet Manager – People

<p>The Captain's task is to operate the aircraft in a safe and economical manner, whilst being responsible for the welfare of the passengers and crew. The Captain will be expected to lead and manage an efficient operation working within the framework of the aviation regulations and the BA CityFlyer Operations Manual.</p> <p>The Captain should ensure that sound judgement skills are utilised so that safety, customer service and costs are optimised. Effective risk management techniques should be applied to ensure both commercial and customer service needs are met, all within the context of a safe operation.</p>

Dimensions	
Type of Aircraft	Embraer 170/190
Roster pattern	Variable subject to schedule and network

Principal Accountabilities
<p>General Responsibilities</p> <ul style="list-style-type: none"> To maintain familiarity with relevant United Kingdom and International air legislation and agreed aviation practices and procedures; To maintain familiarity with such provisions of the company Operations Manual, and it's amendment notices, as are necessary to fulfil the required function; To manage operational and administrative duties in relation to the flight; and To ensure the maintenance of a proper standard of crew discipline, conduct and personal appearance. <p>Leadership, Within and Beyond the Flight Deck</p> <ul style="list-style-type: none"> To lead, motivate and develop the overall skills of the flight crew. To demonstrate and support team working, engendering a good team atmosphere as a result. Monitor flight crew performance and give constructive advice to all crew members Involve flight and cabin crew in the operation and decision making process. Co-ordinate inter-related activities concerning the flight. Establish good working relationships with all staff related to the flight. Demonstrate an understanding for the work of other staff members involved in the flight. To act as a role model for BA CityFlyer and lead by example Clearly communicate intentions and required standards To prioritise and distribute tasks effectively within the crew, so that the commercial requirements are met e.g. safety, punctuality, customer service, costs etc Communicate safety related information in an effective manner to the Flight Operations Management Team via submission of Air Safety Reporting (ASR)

Customer Service/Public Relations

- To project a positive image of the airline by personal example.
- To engender confidence in the airline's reliability and security by their leadership.
- To communicate professionally and effectively with passengers as appropriate.
- To ensure that the aircraft departure is punctual.
- To retain a sense of responsibility for passengers when off the aircraft.
- To establish and maintain good working relationships with Ground Staff and Cabin Crew to produce consistent service of high quality.

Commercial Awareness

- To have understanding of the rationale behind marketing decisions. To influence customers to fly BACF.
- To exercise good judgment when making operational decisions taking into account the cost and commercial implications and alert the company to more effective ways of operating.
- To utilise knowledge provided of the route flown, together with relevant competitor information, to maximise BACF's potential to compete.
- To alert the company to any commercial opportunity he/she encounters and be provided with feedback on the decision reached.

The details contained within this job description reflect the content of the job at the date it was prepared and are supplemented by the BA CityFlyer Ops Manual (Part A). However, it is inevitable that over time, the nature of the job may change. Consequently, BA CityFlyer will revise this job description from time to time.

Person Specification	
Qualifications	Essential (E)/Desirable (D)
• A valid EASA Licence.	E
• A valid Instrument Rating.	E
• Performance Class A.	E
• MCC Certificate (or be MCC Exempt).	E
• Current MPA on licence.	E
Experience and Knowledge	Essential (E)/Desirable (D)
• Experience of working to Company Standard Operating Procedures.	E
• Experience of flying with a commercial airline.	E
• 4000 hours TT.	E
• 1500 hours in command of civil / military multi-crew / multi-engine aircraft in excess of 20 tonnes MTOM.	E
• Currently operating as Captain.	E

Organisational Competencies

- Demonstrates responsibility for own work and development
- Work with the customer and company at the heart of everything we do
- Communicate the right information in the right way
- See change as an opportunity
- Considerate and respectful in all aspects of working