

JOB DESCRIPTION

Job Title: Operations Analyst
Company: AAR International
Location: Gatwick
Reporting Line: Senior Operations Director

Date Amended: October 2023

Job Purpose:

The overall purpose of this position is to provide analytical support and to aid in the continuous improvement activities within the Operations team, Commercial Programs.

This will be achieved through two distinct responsibilities; the primary function will be to use our internal data integration and analysis tool to interrogate, examine and report on information to provide primarily our operational teams and other departments with the material needed to create visibility and measurement of current processes.

The secondary function will be to provide project management support within the operational team. The focus will be to drive process improvement to allow the teams to operate at their full potential, resulting in a more streamlined, efficient and happier workforce.

Key Responsibilities:

- To be the key point of contact for our data intelligence tool (DOMO) support, alongside providing a proactive approach to data integration and reporting to ensure the teams are fully informed of trends and requirements.
- To understand the DOMO data structure, be able to create reports using specific related programming language.
- To maintain the data structure, integrity and governance
- To support the senior leadership team with any continuous improvement exercises, which may include the project management of said tasks to ensure they are created, actioned and integrated as intended.
- To collaborate with the workforce and management alike to understand the needs and requirements of the business and proactively consider how these can be met or developed.
- Report any issues to the Manager in a timely manner
- Understand and contribute to ensuring departmental and company targets are met
- Adhere to all Health & Safety guidelines and Quality responsibilities
- Adhere to all AAR procedures and processes
- Ensure the work areas are kept in a clean and tidy condition
- As business needs dictate, the post holder may be required to undertake additional duties of a level commensurate with their existing responsibility.

PERSON SPECIFICATION

Candidates will be assessed on and must demonstrate how they meet the essential criteria during the recruitment and selection process.

I = Interview T = Test A = Application P = Presentation

Criteria	Essential (E) or Desirable (D)	Assessment Method
Qualifications and Education		
Educated to at least GCSE Maths and English Grade A- C (or equivalent)	E	A
Experience, Knowledge & Technical Ability		
Experience in driving change and promoting a culture of continuous improvement	E	A, I
Experience within the aviation industry within an operational environment	D	A, I
Advanced computer proficiency: Microsoft Office - Word/Excel/Outlook and easily able to adapt to our internal IT-system	E	A, I
Skills & Abilities		
Analytics; an ability to deconstruct information into smaller categories in order to draw conclusions	E	A, I
Critical Thinking; an ability to analyse facts objectively and form a rational and object judgment based on the situation	E	A, I
Collaborative Working: an ability to work with cross-functional teams and bring people, ideas and tasks together in a harmonious manner	E	A, I
Communication: an the ability to convey or share ideas and feelings effectively	E	A, I
Personal Traits		
Proactive: pre-emptively planning for situations rather than just responding after it has occurred	E	I
Creative: makes constructive suggestions and creates novel solutions to problems; evaluates new technology as potential solutions to existing problems	E	I
Independent: carries out and follows through on tasks with minimal supervision.	E	I
Dependable: personally responsible, completes work in a timely manner, and performs tasks accurately.	E	I
Job Circumstances		
Valid UK Driving License and ability to drive company vehicles	D	A
Ability to work in a non-discriminatory manner	E	I