

Post Title:	Operations and Air Traffic Service Technical Specialist		
Salary Range:	£40,000.00 - £45,000.00 (Full-Time)		
Responsible To:	Director of ANSP & Airport Services	Staff Managed:	None
Draft at this Stage:	No	Date of Issue	15/05/2026

Job Description

Responsibilities

Job Purpose

The role of Operations and Air Traffic Service (ATS) Technical Specialist is wide-ranging, and the incumbent is responsible to the Director of ANSP & Airport Services

The position is a permanent, full-time role and will be required to manage the administrative and ATS operational functions.

The roles main place of work is at the Cyrrus office in Doncaster however their will be a future requirement for the role to relocate to the Cyrrus head office in Thirsk. The role requires flexibility to be able to work from the Doncaster office and then to be able to relocate to the Thirsk Office.

This position will play a key role in ensuring the efficient day to day running of the Cyrrus Doncaster office and project scheduling for the DSA re-opening programme. They will also be required to support aviation related operations, such as but not limited to: maintaining accurate records, developing and producing procedures and documents whilst co-ordinating with other team members on all aspects of Aviation regulation and compliance tasks.

Job Description

Leadership Skills

The role ensures that any staff reporting to the role adhere to the organisation's business management systems and the maintenance of the organisations standards. The post-holder is responsible for the following:

- Promoting the use of process approach and risk-based thinking.
- Be able to lead meetings across all aspects of the client's needs
- Motivating team members and demonstrating positivity in the delivery of solutions for assigned projects.
- Ensuring that the resources needed for the successful delivery of projects are available.
- Be able to work autonomously but able to liaise with all levels in a professional manner.
- Demonstrating awareness of team needs to be able to delegate effectively and be trustworthy in their areas of responsibility.

Job Description

Skills and Knowledge

- Manage the office day to day requirements at the Cyrrus Doncaster Office, ensuring efficient administrative processes and a professional working environment.
- Be a go to person within the Cyrrus Doncaster Office.
- Provide support to management and operational teams, particularly in relation to Air Traffic Management (ATM) activities.
- Coordinate meetings and correspondence.
- Maintain and organise operational documentation, reports, and records in accordance with company and aviation regulatory standards.
- Act as a central point of contact for staff, clients, and external stakeholders.
- Provide project administration, management and scheduling, including documentation control and progress tracking.
- Manage office resources, supplies, health and safety and facilities.
- Assist with compliance, safety documentation, and audit preparation as required.
- Ensure confidential handling of sensitive operational and company information.
- Understanding of existing and emerging ATM technology systems.
- Knowledge of aviation regulatory or operational frameworks.
- Maintain an up-to-date knowledge of ATM in the UK and Europe including policy changes resulting from ICAO, EASA and UK legislation.
- Experience supporting aviation, aerospace, or technical operations teams.
- Experience with compliance documentation or safety management systems.
- Produce technical reports appropriate to scope and technical requirements
- Undertake any other duty/activity and reasonable requests from your line manager that you are deemed to have the necessary skills to complete.
- Knowledge and Understanding of ISO 9001:2015 Quality Management Systems
- Ensure that the Doncaster office and team adheres to Health and Safety Regulations.

Job Description

Qualifications and Experience

Prior experience within the following environments is desirable:

- Demonstrated background or experience in Air Traffic Management (ATM) or aviation operations
- Previous aviation management experience.
- Proficiency in Microsoft Office and common office administration systems including Microsoft project
- Educated to Degree level or equivalent in an aviation-related or science-based discipline.
- Project management/coordination and scheduling
- Project management qualifications

Note: It is accepted that the post holder will need to develop their skillset and technical knowledge in certain areas. The post holder will be mentored and supported by several SMEs. Therefore, the post holder will need to be willing to learn and adapt.

Job Description

Occupational Skills

- Ability to work under the pressure of deadlines and manage priorities.
- Ability to manage own workload and deliver on multiple projects/tasks simultaneously.
- Excellent written (report writing) and verbal communication skills.
- Strong technical and analytical skills.
- Self-motivated.
- Able to demonstrate a customer service focus.
- Strong organisational and time management skills.
- Attention to detail.
- Excellent Communication Skills.
- Ability to present data/information in an accessible, clear format suitable for a varied audience.
 - Ability to develop solutions as well as identify problems.
 - Able to prioritise work requirements according to task importance and timescales.
- Team Working.
- Good Interpersonal Skills.
- Confident in dealing with clients and managers at all levels.
- Skilled in the use of:
 - MS Word
 - MS Excel
 - MS Outlook
 - MS SharePoint
 - MS Project

Business Management Requirements (BMS)

The role is responsible for:

- Operating within a clearly defined BMS.
- Adhering to company policies and procedures.
- Promotion of Customer Focus.
- Assimilating customer requirements into clear plans and solutions
- Managing the efficient use of resources to meet requirements.
- Promoting continuous improvement throughout Company operations.
- Assuring the integration of the BMS into the organisation's business processes.
- Promoting the use of a process-driven approach and risk-based thinking.
- Ensuring that the resources needed for the BMS to function effectively are made available.
- Communicating the importance of effective BMS.
- Ensuring that the BMS achieves its intended results.
- Engaging, directing, and supporting persons to contribute to the effectiveness of the BMS.

Job Description

Customer Service

Offer the best level of service to customers and behave in a way that gives them confidence in our capability. Customers will be treated as individuals, with respect for their diversity, culture and values.

Data Protection (GDPR)

Comply with the Cyrrus policies and supporting documentation in relation to GDPR and Confidentiality.

Health and Safety (H&S)

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure;
- To work with colleagues and others to maintain health, safety and welfare within the working environment.

Equalities

- Within own area of responsibility work in accordance with the aims of the Equality Policy Statement;
- Commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, human rights and working with others to keep vulnerable people safe from abuse and mistreatment.

Flexibility

Cyrrus provides front-line services which recognises the need to respond flexibly to changing demands and circumstances. Whilst this outline job description provides a summary of the key aspects of the role, this may need to be adapted or adjusted to meet changing conditions. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Cyrrus Policies and Procedures and be willing to serve extended period away from the office commensurate with project requirements.