

1. REFERENCES:

- ISO 9001:2015
- EU ISO 2017/373 ATM/ANS.OR.B.020
- SAFETY MANAGEMENT MANUAL
- HR COMPETENCY FRAMEWORK

2. DEFINITIONS/ABBREVIATIONS:

Definitions:

Job Description: Details the principal duties and responsibilities associated with the role.

Person Specification: Details the essential and desirable skills and qualifications required to fulfil the role.

Essential Requirements: The requirements that must be fulfilled for a person to be able to perform a role.

Desirable Requirements: The requirements that would be advantageous for a person to have.

Competencies: Details the key competencies for effective performance

Abbreviations:

AFTN: Aeronautical Fixed Telephone Network

AIS: Aeronautical Information Service

ATS: Air Traffic Service

ENG: Engineering

MET: Meteorological

NAC: North Atlantic Communications

NARTEL: North Atlantic Radio Telephone

SAR: Search and Rescue

3. JOB DESCRIPTION:

3.1 Job Purpose

To perform operational duties associated with the provision of safe, efficient and compliant Aeronautical Mobile, Fixed and Broadcast Communication Services, supporting international aviation operations through the transmission of operational, safety and emergency communications between aircraft, air traffic service providers and other aviation stakeholders. The role contributes to the safe management of air traffic operations and search and rescue activities in accordance with national, European and international aviation requirements.

3.2 Main Duties and Responsibilities

- Act as the liaison between aircraft pilots and oceanic air traffic control centres
- Provide joint aeronautical communications with NARTEL stations
- Coordinate with radio network centres, airline operating companies and the offices of MET, AIS and other relevant agencies
- Operate computer-based message switching systems for the exchange of flight data
- Operate and monitor automated broadcast systems for the dissemination of weather information to aircraft in flight
- Maintain continuous vigilance and situational awareness in a safety-critical operational environment
- Receive, transmit and record aeronautical communications accurately and in accordance with approved operational procedures
- Operate computer-based flight data processing systems
- Support Search and Rescue (SAR) operations and respond appropriately to emergency, urgency and distress situations
- Monitor communication systems and report technical faults or service disruptions.
- Maintain operational logs, records and reports as required
- Participate in operational investigations and incident reporting processes where applicable
- Ensure compliance with all safety, quality and regulatory requirements

- Participate in training, competency assessments and continuation training programmes
- Contribute to continuous improvement initiatives within the operational unit
- Support business continuity and contingency operations when required
- Other duties as may be assigned, where appropriate

3.3 Reports To: Watch Manager or designate

3.4 Direct Reports: N/A

3.5 Relationships

Internal: In addition to direct reporting relationship(s) at 3.3 above the postholder is required to have close liaison with all personnel and Directorates in the Company.

External: The postholder is required to liaise with all appropriate external bodies, providers, suppliers and companies.

4. PERSON SPECIFICATION

4.1 Qualifications, Knowledge, Experience & Skills

Essential:

- Experience working in a customer service, communications, emergency response, military, aviation or operational environment
- Typing speed of not less than 30 words per minute, with an accuracy rate of not less than 75%
- ICAO English Language Proficiency Level 5 or higher
- Good analytical and IT skills
- Excellent communication and interpersonal skills
- Ability to work accurately under pressure
- Ability to work on own initiative as well as part of a team
- Excellent organisational skills

Desirable:

- Third-level qualification in Aviation, Communications, Information Technology, Emergency Management or a related discipline.
- Previous aviation communications experience
- Experience working in a regulated or safety-critical environment
- Experience working shift patterns
- Knowledge of aviation phraseology and procedures
- Knowledge of ICAO, EASA or air navigation service operations

5. RECORDS & DATA

Key records arising from the application procedure are tabled below:

Record	Owner	Storage information
Job & Person Specification Competency Requirement	HR	SharePoint or other secure server.

6. REVIEW

The Job & Person specification for the role will be reviewed every 2 years or whenever the postholder vacates the position. The key competencies for the role are identified during the recruitment process and regularly reviewed under the annual Management Performance and Development (MPD) process.

7. RESPONSIBILITY: Human Resources Directorate

Applications (**Cover letter & CV**), giving full details of experience and suitability for the position, should be emailed to the Human Resources Directorate at careers@airnav.ie no later than **16:00hrs on August 14th 2026**.

Late applications will not be accepted. Applicants must have the right to live and work in the EU. AirNav Ireland is an Equal Opportunity Employer.