

Job Description

The Flight Dispatch Centre Manager is responsible for managing and administering the functions of the Flight Dispatch Centre in a legitimate, economical, and productive manner, while ensuring adherence to all regulatory requirements such as ICAO (International Civil Aviation Organization), IOSA (IATA Operational Safety Audits), SAFA (Safety Audits on Foreign Airlines), and CAASL (Civil Aviation Authority of Sri Lanka).

Key responsibilities will include:

- Manage the 24/7 operations of the Flight Dispatch Centre efficiently and productively, ensuring safety is safeguarded at all times. This covers all administrative and operational processes.
- Ensure that issues relating to flight planning systems and procedures raised by Dispatchers or Pilots are escalated to the Flight Dispatch Back Office/Manager Operations Support, and that corrective actions are provided in a timely manner.
- Monitor and coordinate regulatory and non-regulatory training, as well as proficiency checks (as outlined in the Operational Control & Flight Dispatch Manual – OCFDM), in collaboration with Flight Operations Training, to ensure compliance and maintain high productivity and efficiency.
- Follow up and take action on Voyage Reports (VRs) related to flight dispatch, create and maintain quality documents used at the Flight Dispatch Centre (FDC), ensure availability of required stationery, and prepare KPI and other statistical reports.
- Ensure recurrent training for all Flight Dispatchers engaged in operational control, in line with the CAASL-approved Flight Operations Manual (FOM), Implementing Standards (IS), and IOSA requirements.
- Formulate policies, implement changes, and manage the Work Procedure Manual (WPM) to ensure the 24/7 tactical and strategic management of Flight Dispatch processes in a legitimate and cost-effective manner, in collaboration with the Dispatch Support Manager.
- Continuously monitor the performance and conduct of Flight Dispatch staff to identify training or skill development needs and maintain discipline. Generate timely performance reports for individuals and teams to support the annual appraisal process.
- Ensure full compliance with all regulatory requirements related to CAASL, IOSA, SAFA, and ICAO in flight dispatch and supervision.
- Prepare the annual operational and cadre budget for the FDC, ensuring adequate manpower and equipment while considering business continuity plans and future organizational needs.
- Conduct timely performance management of staff, assessing performance, identifying training and development needs, and driving improvements that enhance individual performance, organizational productivity, and industrial harmony.

Requirements

- Bachelor's Degree with 3 years' work experience at Executive level in a relevant discipline and current and valid ICAO 201 Flight Operations Officers license issued by CAASL.
OR
- Full professional qualification equivalent to a degree with 3 years' experience at Executive level in a relevant discipline and current and valid ICAO 201 Flight Operations Officers license issued by CAASL.

Upper age limit : 40 years as at 18th January 2026 which is the closing date.

Be a Sri Lankan Citizen.

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.

Job Information

Grade

9

Division Name

Flight Operations

Date Opened

08/01/2026

Application Closing Date

18/01/2026

Job Type

Full time

Industry

Airline - Aviation

City

Katunayake

Province

Western

Country

Sri Lanka

Postal Code

11450