SAMOA AIRWAYS
CHIEF OPERATING OFFICER

JOB DESCRIPTION

POSITION PURPOSE

The Chief Operating Officer (COO) is responsible for the executive leadership, strategic oversight, operational coordination, and performance management of all technical and operational functions of Samoa Airways.

The role ensures that the airline's flight, ground, engineering, maintenance, airworthiness, training, safety, compliance, and security functions are integrated, effective, compliant, and aligned to Samoa Airways' operational, safety, service, and commercial objectives.

The COO serves as the principal executive accountable for the operational readiness, regulatory integrity, technical performance, and day-to-day operational effectiveness of the airline, ensuring Samoa Airways is able to operate safely, reliably, efficiently, and in full compliance with applicable aviation standards and regulatory obligations.

This role is particularly critical in supporting Samoa Airways' transition and relaunch into jet operations, including the development of the systems, leadership capability, coordination, and operational discipline required for expanded regional and international services.

AUTHORITY / DELEGATION

The Chief Operating Officer has delegated authority, within approved organisational, financial, and regulatory limits, to:

- Lead and direct all technical and operational functions of Samoa Airways
- Make operational and management decisions necessary to ensure safe, compliant, and effective airline operations
- Oversee the performance, coordination, and accountability of operational and technical managers
- Direct operational readiness and implementation priorities for operational delivery
- Recommend staffing, resource, systems, and operational improvements to the CEO
- Escalate significant safety, operational, regulatory, or technical issues to the CEO and Board as required
- Represent the airline on operational, technical, regulatory, and readiness matters as authorised

All delegated authority must be exercised in accordance with Samoa Airways policies, aviation regulations, approved manuals, financial delegations, and executive governance arrangements.

POSITION DETAILS

Position Title: Chief Operating Officer (COO)	**Term of Appointment:** 3 Years
Reports To: Chief Executive Officer (CEO)	**Department**: Executive Management / Operations

REMUNERATION, CONDITIONS & ENTITLEMENTS

The salary package is negotiable based on knowledge, skills and attributes. For further information, please contact the Chairman of the Board.

ACCOUNTABILITY

Direct Reporting

The Chief Operating Officer will have direct executive oversight of the following technical and operational leadership roles (subject to approved structure):

- Manager of Flight and Ground Operations
- Manager Safety and Compliance
- Manager Engineering and Maintenance
- Manager Airworthiness
- Manager Quality Assurance
- Manager Aircraft Maintenance
- Manager Training and Standards
- Manager Cargo
- Manager Security
- Any other establish by the Board as we launch the jet services

Internal Relationships

- Chief Executive Officer
- Chief Finance Manager / CFO
- Manager Commercial Operations
- Manager People and Culture
- Executive Management Team
- Operational staff and technical personnel across all operational functions
- Board committees or operational governance groups as required

External Relationships

- Civil Aviation Authority of Samoa
- Airport operators and aviation authorities
- Aircraft manufacturers, lessors, and technical service providers
- Ground handling providers and operational contractors
- Aviation training providers
- Air navigation and operational support providers
- Safety, security, and regulatory oversight agencies
- External auditors, inspectors, and aviation partners

KEY RESULTS AREAS

1. Operational Leadership and Strategic Oversight
2. Regulatory, Safety and Compliance Assurance
3. Flight and Ground Operations Performance

4. Engineering, Maintenance and Airworthiness Oversight
5. Security and Operational Risk Management
6. Training, Standards and Operational Capability
7. Operational Readiness and Jet Relaunch Delivery
8. Operational Performance, Reliability and Service Quality
9. Stakeholder and Regulatory Relationship Management
10. 10. Leadership, Coordination and Continuous Improvement

DUTIES AND MAIN RESPONSIBILITIES:

1. **Operational Leadership and Strategic Oversight**
    a. Provide executive leadership and strategic oversight across all technical and operational functions of Samoa Airways.
    b. Ensure operational departments are aligned, coordinated, and working cohesively to support safe, efficient, and reliable airline operations.
    c. Translate the airline's strategic objectives into practical operational execution and performance outcomes.

2. **Regulatory, Safety and Compliance Assurance**
    a. Ensure all operational functions are conducted in full compliance with aviation regulations, operational approvals, internal policies, and approved manuals.
    b. Promote a strong culture of safety, compliance, accountability, and operational discipline across the airline.
    c. Provide executive oversight of operational risk, compliance monitoring, safety assurance, and corrective action management.

3. **Flight and Ground Operations Performance**
    a. Oversee the effectiveness and performance of flight operations, operational control, airport operations, and ground operations.
    b. Ensure that operational services are delivered safely, efficiently, and in accordance with approved operational and service standards.
    c. Monitor operational performance indicators and support timely decision-making and operational intervention where required.

4. **Engineering, Maintenance and Airworthiness Oversight**
    a. Ensure Samoa Airways maintains robust engineering, maintenance, and airworthiness systems to support safe aircraft operations.
    b. Provide executive oversight of maintenance planning, technical readiness, reliability, aircraft serviceability, and technical compliance.
    c. Support the integration of fleet, engineering, and operational planning to ensure continuity and readiness.

5. **Security and Operational Risk Management**
    a. Oversee aviation security arrangements, operational risk controls, and incident response capability.
    b. Ensure security, operational risk, and business continuity considerations are integrated into airline operations.
    c. Support emergency preparedness and effective response to incidents, disruptions, and

operational contingencies.

6. **Training, Standards and Operational Capability**
    a. Ensure operational and technical staff are appropriately trained, competent, current, and aligned to required standards.
    b. Support the development and maintenance of training systems, operational standards, and workforce capability across technical functions.
    c. Promote professional development and operational readiness across all operational teams.

7. **Operational Readiness and Jet Relaunch Delivery**
    a. Lead the operational readiness programme for Samoa Airways' jet relaunch and service expansion.
    b. Ensure technical, operational, staffing, training, safety, and compliance work streams are integrated and progressing in a coordinated manner.
    c. Support readiness for new routes, aircraft, systems, and operational environments.

8. **Operational Performance, Reliability and Service Quality**
    a. Drive improvements in operational reliability, schedule performance, service quality, and operational efficiency.
    b. Ensure that operational performance issues are identified early, addressed effectively, and used to support continuous improvement.
    c. Promote disciplined performance monitoring and operational accountability across all operational functions.

9. **Stakeholder and Regulatory Relationship Management**
    a. Maintain strong and professional working relationships with regulators, airports, service providers, technical partners, and other key operational stakeholders.
    b. Represent Samoa Airways on operational, technical, safety, and regulatory matters as required.
    c. Support confidence and credibility with external stakeholders through professional operational leadership.

10. **Leadership, Coordination and Continuous Improvement**
    a. Provide strong executive leadership, direction, coaching, and performance oversight to technical and operational managers.
    b. Build a high-performing operational leadership culture characterized by professionalism, collaboration, accountability, and continuous improvement.
    c. Ensure operational departments are responsive, coordinated, and capable of supporting airline growth and sustainability.

11. **Strategies to Achieve Results**

    a. Establish strong executive coordination across all technical and operational departments.
    b. Maintain disciplined operational oversight through regular reporting, review, and management intervention.
    c. Promote strong compliance, safety, and performance standards throughout all operational functions.

d. Ensure operational planning is integrated across flight, ground, engineering, maintenance, security, and training functions.
e. Strengthen leadership capability and role clarity across technical management positions.
f. Support proactive issue identification, operational risk management, and timely corrective action.
g. Drive readiness planning and implementation discipline for the airline's jet relaunch and route expansion.
h. Build strong and constructive working relationships with regulators and key operational partners.
i. Use operational data and performance insights to guide decision-making and improvement.
j. Foster a culture of accountability, professionalism, resilience, and continuous operational improvement.

KEY PERFORMANCE INDICATORS

1. Safe, compliant, and reliable airline operational performance achieved
2. Regulatory and operational compliance obligations maintained
3. Operational readiness milestones for jet relaunch achieved
4. On-time performance, operational reliability, and service delivery standards met
5. Aircraft technical readiness and maintenance performance maintained
6. Safety, security, and incident management performance monitored and improved
7. Training, competency, and operational capability requirements achieved
8. Operational risks identified and effectively managed
9. Effective coordination and performance across technical departments
10. Continuous improvement initiatives implemented and sustained

SELECTION CRITERIA

POSITION SPECIFIC COMPETENCIES	
SKILLS AND ABILITIES	**DESCRIPTORS**
Management Competencies	• Executive Leadership – Provides clear and credible executive leadership across complex operational and technical functions. • Strategic and Operational Thinking – Aligns long-term airline objectives with operational and technical execution. • Decision-Making and Judgement – Makes sound, timely, and well-informed decisions in complex and high-pressure environments. • People Leadership and Performance Management – Leads managers effectively, drives accountability, and builds operational leadership capability. • Communication and Influence – Communicates clearly, confidently, and effectively across internal and external stakeholders. • Stakeholder and Regulatory Management – Builds strong and professional relationships with regulators, partners, and aviation stakeholders. • Risk, Safety and Compliance Leadership – Ensures safety, compliance, and operational assurance remain central to all decision-making. • Change and Transformation Leadership – Leads complex operational change and supports successful implementation of the airline's relaunch agenda. • Planning, Coordination and Delivery – Integrates multiple workstreams and functions to achieve operational readiness and delivery. • Results Orientation – Maintains strong focus on execution, performance, and measurable operational outcomes.
Knowledge	• Strong knowledge of airline operational systems and technical operating environments. • Deep understanding of aviation regulatory, safety, and compliance obligations. • Knowledge of flight operations, ground operations, engineering, maintenance, and airworthiness principles. • Understanding of aviation security, training systems, operational control, and risk management. • Knowledge of airline performance, operational planning, and service delivery requirements.
PERSONAL ATTRIBUTES	**DESCRIPTORS**

Integrity / Ethics	• Possess appropriate values and belief in what is best for the common good. • Is widely trusted and is seen as a direct and courageous individual. • Personifies values of honesty, integrity, impartiality, transparency accountability. • Demonstrate self-awareness and commitment to personal development. • Serves the Government of the day irrespective of personal preferences. • Demonstrated knowledge, sensitivity and respect for the Samoan Culture and the laws and customs of Samoa.
Commitment & Personal Drive	• Takes responsibility and initiates timely action to resolve issues. • Is prepared to make tough corporate decisions to achieve desired outcomes. • Accepts accountability for mistakes made in the Authority and ensures corrective action is taken.
Intellect & Judgment	• Is analytical, proactive, innovative and able to conceptualize strategic issues faced by the Organisation and apply appropriate and cost-effective solutions. • Is aware of new and emerging issues such as climate change and disaster risks and able to design interventions to adapt to climate change and reduce disaster risks and ensure that the Organisation is ready to respond at all times to small scale incidents and national disasters. • Has the functional and technical knowledge to carry out the COO's duties to a high level of accomplishment. • Makes sound decisions based on common sense, experience and good judgment without prejudice. • Anticipates implications and applies effective judgment to develop solutions.
Creativity and Innovation	• Consistently generates and employs original ideas, tackling both simple and complex problems. • Brings out the best in others, leads them to discover new ideas, solutions and new ways of doing the job and unafraid to use unorthodox methods.
EXPERIENCE & PAST WORK PERFORMANCE	**DESCRIPTORS**
Essential	• Minimum of 10–15 years' senior aviation experience, including significant leadership responsibility across airline operations or technical functions. • Demonstrated experience in airline operations, flight operations, engineering, maintenance, safety, compliance, or related technical environments. • Proven experience in leading multidisciplinary technical and operational teams in a regulated aviation environment. • Experience in airline startup, relaunch, restructuring, or expansion environments is highly desirable. • Experience engaging with aviation regulators, technical providers,

	and operational stakeholders is essential.
ACADEMIC QUALIFICATION	**DESCRIPTORS**
Essential	• Bachelor's degree in Aviation Management, Airline Operations, Engineering, Transport, Business, or related field is required. • Postgraduate qualification in Aviation Management, Business Administration, Safety, Engineering, or related discipline is highly desirable. • Relevant aviation operational, engineering, safety, or management qualifications are highly desirable. • Formal executive leadership or management development training is advantageous.