**DAVID M SUTCLIFFE**

 M: 07738 489884 DMSutcliffe@aol.com

* Wide range of worldwide aviation experience with airlines, airport operators, ground handlers and others. Track record of experience in the heavily regulated aviation framework.
* Experienced at working in a non-executive role on the Heathrow Airlines Consultative Committee, with a range of airport stakeholders. Experienced in the need to broker and deliver workable operational and commercial solutions that offer the best for customers, airlines, the airport operator and others.
* Tactful communicator with a pragmatic “can-do” approach, delivering credibility, trust and operational insight & experience to all stakeholders. I’m passionate about building a consistent relationship of trust and collaborative working whilst diplomatically challenging the status quo.
* Regulatory experience includes security focus, strategic business continuity and resilience interface with the UK Civil Aviation Authority.
* **Ambition: To pursue NED opportunities where I can bring these transferable skills and this experience to other industry sectors.**

**Current Experience**

**Jan 2011 to date: Business in People Ltd:**

* **Consultancy** inBusiness Continuity, Emergency Planning and airport operations to operators in the UK and overseas. Focus on business continuity and contingency planning, to ensure stable operations can be reinstated as soon as possible following an incident.
* **Kenyon International Emergency Services**. Team Member: Operational and airline liaison support during crisis management activations worldwide. Design and delivery of Business Continuity training to aviation clients.
* **Metis Aerospace Ltd** : Business Development responsibility for selling counter-UAV security systems to airports and other sites and sensitive facilities

**Previous career history**

**April 2015 to February 2016: Business in People Interim for Gatwick Airport Ltd. Stable Ops Contingency Planning and Emergency Planning Co-ordinator.** Worked with GAL managers, internal and stakeholder partners to deliver improved business resilience across all airport functions. Designed, launched and developed a process to allow plans to be shared with external partners and regulators. In addition, I worked with the GAL team in leading the resilience consultation with airline stakeholders, and the subsequent submission to the CAA regulator.

**March-June 2014: OmniServ Heathrow PRM services.** Interim role to facilitate transition of PRM services into the new Terminal Two.

**Jan 2011 to Apr 2015: Business in People.** Experience includes the following: -

**Hill International Oman.** Worked closely with airlines, airport operator and other stakeholders to ensure ORAT readiness for new airports at Muscat and Salalah.

**Operations Control Manager: London Olympics 2012.** Key point of interface between various internal functions and external agencies such as Heathrow Airport, UK Border Force, DfT, Foreign and Commonwealth Office, to ensure timely resolution of issues relating to flights during the Olympic and Paralympic Games.

**BAA Heathrow.** Provided support to the BAA Olympics Planning Team, based on my experience as an airline manager at Heathrow. Interface with UK Border Force, Department for Transport, the CAA and others.

**May 2010 to Jan 2011. BAA Aberdeen Airport: Interim Operations Director.** Leadership of airport teams to ensure safe and secure airfield and terminal operations. Worked in partnership with customer and regulatory stakeholders to address strategic commercial, compliance and operational issues and ensure further business growth.

**Jan 2009 to May 2010. Arik International. Manager: Ground Projects.** Led the commercial and operational for Lagos-Johannesburg route launch. Delivered similar arrangements for New York JFK launch during route approval and market entry for the Lagos-New York route. Interface with senior leaders in JFK and JNB airline operating companies, US FAA and others.

**Nov 2007 to Dec 2008: Business in People Consultancy and Interim.**

**Oct 2005 to Oct 2007. Virgin Atlantic Heathrow. Head of Ramp Operations.**

Leadership of all below wing airport services functions for Virgin Heathrow covering ramp, baggage, health and safety and management of ground handler performance.

Built and delivered business continuity plans and emergency response plans for Virgin Heathrow, in collaboration with Heathrow stakeholders and other Virgin functions. Built analytical tools to track and improve performance across all functions. Covered ground handling, airport tactical revenue generation, financial and safety performance and flight punctuality. As a result, we improved service and commercial performance increasing airport sales revenue by 20% and departure punctuality by 5%.

Represented Virgin at the Heathrow Airline Operators Committee and chaired the Heathrow Airport Users’ Committee. Built a sound business network across airlines, ground handlers, airport operator and other Heathrow stakeholders. Led negotiations with Virgin Head office and the Heathrow airport operator to optimise our airport operation, delivering manpower savings of 5% in a growing market.

**Airport Customer Service Delivery Manager- Gatwick. Jan 2003 to Oct 2005:** Led a team of six direct reports with a total responsibility for approx. 450 operational passenger services staff. Accountable for manpower budget of approx. £27M and performance levels including safety, security, flight departure punctuality (OTP), brand promise and expenditure. Ensured full engagement with staff via frontline visibility, and leadership of weekly meetings with staff to review operational and cost data to deliver sustained improvements. Delivered manpower cost savings of approx 5% via operational process improvements and revised rostering arrangements.

**Cabin Crew Worldwide Catering/ Service Development: March 2000- January 2003.**

Successfully negotiated with cabin crew unions for the introduction of new catering and cabin service routines on longhaul routes, delivering cost savings of approximately £3M pa. Led the development of new cabin crew service guides for the Long-haul premium cabins, delivering savings of approx. £1M pa.

**Country Manager- Grand Cayman. Sept 1999- Mar 2000:** Temporary role with full accountability for BAs’ Grand Cayman commercial/sales and operational performance. Airport leadership of passenger services and ramp operations, often during difficult operating and environmental conditions. (Hurricanes, Y2K contingency planning considerations etc).

**Head Office Passenger Business team: Oct 1998- Sept 1999. Project & Operations Manager.**  Led a domestic flying programme on behalf of Nigeria Airways, using two Boeing 737s. Project completed successfully despite significant local operating challenges.

Project managed UK start-up elements of BA service to Tripoli, Libya. Involved cross functional & culturally diverse working with a wide range of disciplines, in UK, Libya and Egypt.

**British Airways Graduate Development Programme, 1993-98.**

**Airport Service Manager and Business Manager, New York JFK. Oct 1996-Oct 1998.**

Daily leadership of the BA airport operation including management of ground handlers for ramp operations, fuelling and aircraft catering.

As Business Manager, I introduced a comprehensive KPI system and developed an operational improvement and communication process, to strengthen performance and service delivery at all levels. This included analysis and sharing of local operational performance data and liaison with sales teams to develop route performance.

**Sales Executive, UK Leisure Sales. Mar 1995- Oct 1996:** Co-ordinated the department’s plans including communication to trade partners during potential flight crew industrial action, Summer 1996. I also recruited and led a task force to build new sales processes, where issues were addressed, and solutions identified, tested and delivered.

**Customer Service Business Executive, Heathrow. Feb 1994- Feb 1995.** Delivered a new passenger information system, inc business case preparation, system trials, training and launch.

**MBA Project: Jan-June 1991:** MBA project evaluated British Airways’ environmental goals within their management appraisal policy. Results presented at Director level.

**British Petroleum PLC: Aberdeen, Glasgow and London. 1985-1990**

**Brown and Root PLC: Graduate Engineer 1983-85.**

**Education and Professional Qualifications.**

Master of Business Administration, Henley Management College 1992

BSc Hons (IIi) Engineering, University of Salford 1983.