

A yellow NHV helicopter is shown in the background, parked on a tarmac. The text 'NHV Group – Base Manager' is overlaid in white on the top part of the image.

## NHV Group – Base Manager

**The Base Manager function is an operational management function, reporting directly to the Group Operations Director. It is the base manager's responsibility to run the O&G base, by managing, guiding and coaching.**

The Base Manager ensuring all staff have the required resources to execute daily activity.

They coordinates and controls Oil & Gas operations to support safe, compliant and cost-effective delivery in accordance with contract agreements, applicable aviation regulations, company standards and policies.

The Base Manager promotes a strong safety culture across the base, encourages open reporting, ensures local safety actions are followed through, supports occurrence reporting and investigations, and escalates operational safety risks through the appropriate management system.

They act as the focal point towards customers at management level, with a focus on contract delivery, operational performance and timely escalation of key issues.

They are responsible for managing all supplier contracts for the base and maintaining key relationships with stakeholders including Aberdeen Airport, local suppliers and contractors.

The Base Manager has a leading role in helping to shape the culture of the company; ensuring that the company values are communicated and understood at all levels, providing clarity on expected behaviour, and supporting the development of a high-performance, safe and accountable culture.

### **Responsibilities and Main Results Areas**

#### **Planning**

- Develop and execute the company's business strategies in order to attain the goals of the company.
- Plan and take responsibility for budget adherence.
- Draft business cases as and when required and prepare to present details to ExCom.
- Align with other bases and base activities to ensure efficient planning and use of company assets, supporting an effective organisation and safe operation.
- Accountable for planning work rosters, training and annual leave for direct reports.
- Schedule and roster crew in accordance with applicable requirements and regulations to enable the execution of contractual requirements.
- Define and source the manpower needed to run the base.
- Respect NHV travel guidelines and adhere to them for own and base personnel travel.
- Travel to other bases when required for meetings or training.
- Responsible for complying with Information Security Management System (ISMS) policies, procedures, and controls and supporting information security objectives.
- Ensure base performance is monitored against key measures including safe and compliant operations, contract

delivery, customer satisfaction, cost and budget control, people leadership, base readiness and supplier performance.

### **Customer Relationship**

- Managing client contracts on a daily basis and acting as a representative of NHV on site.
- Analyse and understand the client's business and needs.
- Offer the best solutions to the client while guaranteeing and maintaining the company's profitability and long-term development.
- Attend client meetings as and when required.
- Be the first point of contact on site for the client.
- Explore commercial leads and report back to the Commercial Department.
- Develop a good customer relationship.
- Join local industry meetings representing NHV.

### **Reporting, Profit and Loss**

- Accountable for the base budget
- Review data and confirm client invoices with business control
- Supplier invoice approval
- Approve invoices in accordance with Company approval levels.
- Approve recruitment of personnel in line with budget
- Prepare and present the performance review report of the base and process the feedback of the EXCOM
- Own the P&L of your organization

### **People Management**

- Work with HR for personnel queries, recruitment and payroll
- Support the entire performance and development process of base personnel in order to motivate and align everybody with organizational objectives.
- Cooperate with HQ to provide timely and correct personnel data in order to enable profound decision making.
- Manage direct reports and support other departmental managers within the team through coaching, team building, performance conversations, conflict resolution and support for social and interpersonal issues.
- Lead by example
- Promote team spirit amongst staff.
- Support staff welfare, fatigue awareness, team morale, recruitment, onboarding and retention, working with HR where appropriate.
- Maintain effective communication across pilots, engineers, flight operations and support teams.

### **Managing activities on the base**

- Manage the base in accordance with aviation regulations, company procedures and company safety standards, escalating compliance or safety concerns through the appropriate management system.
- Manage crisis situations on site in order to respond correctly in accordance with NHV and client ERP requirements.
- Coordinate and facilitate the efforts of the administration on site regarding the status of aircraft (daily status), all

manual updates and supervision.

- Supervise the correct logging of duty times, flight times, logging sheets and any other documents required by the company or local authorities.
- Maintaining clear and timely communication with all other parties involved in the day-to-day running of the base.
- Responsible for security matters related to on-site operations by ensuring that the provisions of the Operations Manual and other directives related to flight and ground operations are known by the personnel concerned and applied.
- Communicate and coordinate with airport authorities.
- Responsible for managing property contracts, including accommodation rentals, pool cars and all vehicles on site.
- Lead and support local base emergency response readiness, ensuring staff awareness of emergency procedures and coordination with NHV, airport and customer emergency response arrangements.

## **Experience and Skills**

### **Experience**

- Demonstrable experience in people management and leadership.
- Experience of managing base operations; aviation and offshore sector experience is desirable.
- Experience managing or supervising a cross-functional team.
- Relevant education or equivalent experience in the aviation sector is a plus.
- Outstanding organisational and leadership abilities with a track record of driving profitable growth.
- Budget control and P&L ownership experience.
- Understanding of UK CAA and/or EASA regulatory environments is desirable.
- Experience in customer-facing contract delivery.
- Familiarity with SMS, ERP and operational risk management.

### **Skills**

- ICT literate (MS Office)
- Languages: English: fluent in understanding – writing – speaking
- Ability to work under pressure
- Solutions driven

## **What We Offer**

NHV Group is an international helicopter service provider, specialised in business-to-business helicopter services both offshore & onshore.

We aim to create a leading position in the helicopter world with a primary focus on Europe and Africa, without compromising our safety. We strive to provide an increasing level of flexibility to our customers. Our services and experience present a refreshing and safe alternative in the industry. NHV cares about its people and invests in them to shape the best professionals in the industry.

At NHV, we are dedicated to delivering excellence in the helicopter world. With a commitment to safety, innovation, and customer centricity, we provide reliable services that support a wide range of missions.

Joining NHV means becoming part of an innovative international aviation company that values motivation, enthusiasm, and dynamism. We prioritize our employees, supporting their well-being and growth with comprehensive, role-specific training. Our commitment to fostering a positive work environment includes organizing corporate events and encouraging innovative and critical thinking.

