

James Quinn

Operations Duty
Manager

Virgin Atlantic Airlines

WHAT I'M RESPONSIBLE FOR...

I'm responsible for the operation of Virgin Atlantic at Manchester Airport, whether it's making the correct decisions in disruption or minimising delays at all costs. With up to 6 aircrafts departing each day throughout Summer 2019, it's ensuring almost 2750 passengers get on their holidays or business trips safely and on time.



I GOT THE JOB...

In December 2018 - After working as a dispatcher for a ground handling agent and working on the Virgin product for 12 months I applied for the role and started early Feb 2019.

MY TYPICAL DAY...

I never used to be a morning person but now I start work around 05.30 which means a 04.15 alarm. Early nights are a very common thing. My day starts off with populating a

report showing what flight is going out on which plane and where the aircraft is going to be parked on the ground. This is sent to 60+ people at the airport and within the airline. Next a phone call is made to the caterers where we confirm the booked figures for the day's flights.

After this it's heading to the aircrafts, ensuring that everything is on schedule for an on time departure and problem solving any issues that arise at the gates. Once all flights have departed a daily report is made stating all of the days departure times, the percentage of passengers on board and any delay reports if required.

MY PROUDEST DAY...



MY MOST MEMORABLE DAY...

As you can imagine, no day is the same! Considering I've only been in this role around a month, having to deal with a 24 hour delayed arrival from Dubai is one of the most memorable ones.

THE WORST PART OF THE JOB

One of issues working in this industry is delays. Weather and strike action can cause lengthy delays. Passengers can become very irate. We want nothing more than to get them on their holidays, sometimes the delays can be out of our control.

THE BEST PART OF MY JOB...

Working for a company like Virgin Atlantic comes with plenty of benefits. This role gives me access to 7 free return flights a year to anywhere on the Virgin Atlantic network and standby flights on numerous other airlines.

END OF THE DAY...

Finish times can vary, a usual smooth day is a 13.30/14.30 finish.

SALARY

£35,000+

QUALIFICATIONS

Degree in Aircraft Engineering with Pilot Studies