

## Human Factors Manager Flight Operations (m/f/x)

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Company: Luxair

Location: Luxembourg

Category: architecture-and-engineering

For our department Ressource Management within **LuxairAirlines** , we are looking for a (an):

## Human Factors Manager Flight Operations (m/f/x)

### Main duties:

Design, deliver and supervise all Human Factors and Crew Resource Management trainings and projects according to current legal and internal regulations in force and align these tasks with industry best practice keeping abreast of the latest research and development

Select, train and supervise the dedicated staff in their assigned tasks to achieve the common goal of optimum Human Factors and Crew Resource Management standards to improve safety and operational effectiveness

Design and monitor the course feedback system encompassing all training events within Flight Operations to improve quality of the training settings

Be a member in the ERAP team to provide social support

Design and monitor the Crew Resource Management assessment program for flight crews

Design, apply and evaluate instruments for selection of pilots and complimentary functions in Flight Operations

Design, apply and evaluate the Co-Pilot Development Scheme

Perform support and counseling in case of request by Flight Operations staff

Be a member in the Safety and Quality Actions Group for Flight Operations, Ground Operations and Maintenance

**Required profile:**

**Minimum required criteria:**

Have successfully completed a full course of study in Psychology (., bachelor's + master's degrees) and/or be able to demonstrate an official certification/license as a Psychologist in country of residence/study if applicable

Provide a confirmed experience in an aviation environment including involvement in the Aviation Human Factors discipline

Have a good knowledge in Aviation Human Factors with experience in the delivery and development of Human Factors training including Crew Resource Management

Demonstrated experience with the psychological assessment and selection of flight crew, preferably with the design, application, and evaluation of corresponding instruments

Show strong leadership skills

Show strong skills in Project Management

Have good presentation skills

Show a high amount of rhetorical ability

Have good conflict management skills

Be opened to attend Human Factors related courses and symposiums in order to gain knowledge

Accept Duty Travel

Be familiar with standard office applications

Show excellent communication skills in English as well as skills in French or German (spoken and written)

### **Desired or to be acquired criteria:**

Demonstrate excellent interpersonal and communication skills with the ability to interact within the team and with people at all levels

Be familiar with all Human Factors and Crew Resource Management related projects, training concepts, documents and equipment within the assigned area

Provide a confirmed experience in support and counselling of staff

Must provide an effort in the undeveloped language

Demonstrate good practice in teaching and instruction

Apply strict confidentiality

Be a team player

Be autonomous and well organized

### **The ideal candidate:**

Hold or have held a pilot licence or an experience as Cabin Crew Member

Knowledge of Luxemburgish or any other language is considered as an asset

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