

Operational Planning

Join Heathrow and grow your career
in an airport that matters to millions.

Heathrow



Heathrow brings the world closer together. Our airport facilitates the global travel and trade that keeps the economy moving. It's a place like no other – a city within a city – where colleagues connect around a common goal, giving our passengers the best airport service in the world.

There is a world of opportunity at Heathrow. You'll reach your full potential within our inclusive and supportive culture, whilst helping us to deliver our ambitious plans. Not only are we growing to welcome millions more passengers each year, we're also transforming our industry. Sustainability is at the heart of Heathrow and we're leading global efforts on decarbonisation, so that aviation continues to be a force for good in our world.

Taking the journey with us means living our values. Doing the right thing. Keeping everyone safe. Working together. Treating everyone with respect. Giving excellent service. Improving every day. Our ever-changing airport runs on teamwork and creativity. A career at Heathrow is welcoming, diverse, challenging, exciting, and rewarding.

Our rewards

We offer competitive salaries and excellent benefits, along with performance-based annual bonuses, our longer-term Share in Success Bonus plans, generous annual leave allowances and market-leading pensions. With family friendly policies, access to private health insurance and a wide range of wellbeing tools, we'll support you to be at your best inside and outside work. And we'll provide learning and development opportunities to help you reach your full potential.

Equal Opportunities

As an equal opportunities employer, we encourage applications from all. We believe that diverse talent makes us stronger – not least because we welcome passengers from all corners of the globe, every single day. Heathrow is an accessible place to work. With four diversity networks, we champion inclusivity and celebrate individuality.

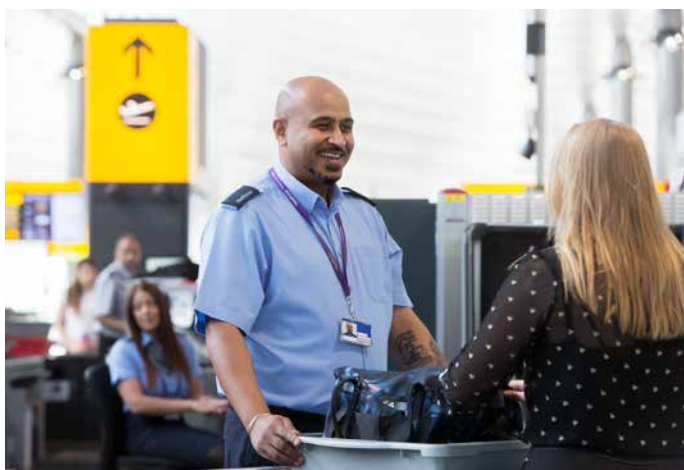


Operational Planning

Operational Planning allows us to meet our ambition despite the changes we continuously experience as one of the busiest airports in the world. The team are responsible for creating the right planning proposition, from defining roles to building rosters, and delivering an effective plan every day. It is about understanding our capacity and making best use of it as well as evaluating our performance every day, so we can continuously improve.

Operational Capacity and Planning

We are the custodians of Heathrow's Capacity and encompass an array of Operational areas. This includes Check-In, Baggage, Security, Immigration, Stands and more - we are continuing to expand our remit and planning influence on other parts of the airport, establishing the links and interdependencies between each area to establish a single consolidated operational plan.



The single most important skill to be a great PIM is to be curious!

We are responsible for providing the operation with the right plan to deliver Heathrow's vision. We plan the end-to-end passenger journey and set our operational teams up for success by communicating and delivering intricate, detailed, and comprehensive plans.

The **Planning and Intelligence Manager** role (or PIM for short) is the part that ties it all together. Each PIM is a subject matter expert in their operational area, it's an exciting fast paced role where you are empowered to make decisions and challenge the status quo. It's not always easy and that's why it's a great place to be if you want to continue to stretch yourself and learn every day.

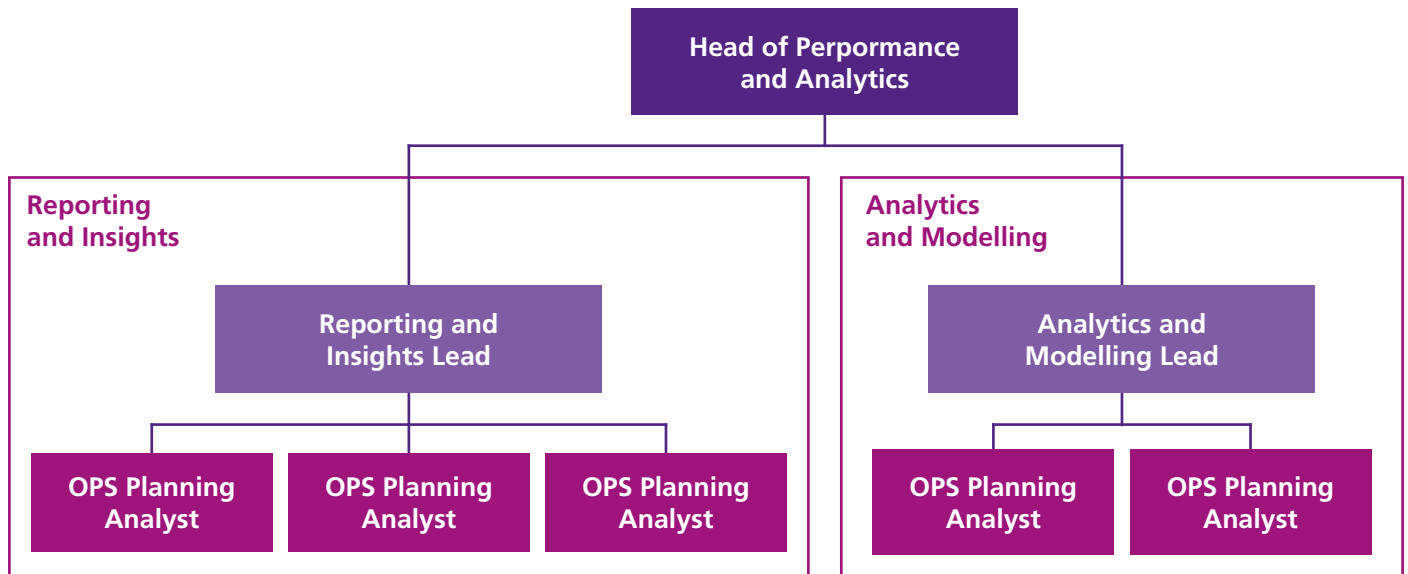
Some of the key accountabilities of the PIM role are.

- **Owning your Operational Plan** – You control the plan that the operation receives. Working closely with our forecasting team you will take the forecast and turn it into a fully-fledged operational plan. You'll need to understand your area's capability, resilience, nuances, challenges and continually monitor and adapt your planning principals as the environment shifts.
- **Building far reaching relationships** – Forecasting, Ops Delivery teams, Ops Leadership teams, 3rd Party suppliers, Airline Stakeholders and sometimes even Heathrow's executive committee, the PIM role has a high level of exposure across Heathrow. Having interactions with such a wide range of stakeholders provides a unique development opportunity where you will need to become adept in communicating at different levels and agile in how you manage conversations. In some situations, a strong negotiating style is needed and other a more direct and stronger stance may be the right approach depending on the goal you are looking to achieve.
- **Plan, Do, Review** – A good PIM is inquisitive by nature and is always striving to improve the plan. It is a data heavy role, so you need to be comfortable with numbers and can derive insight 'beyond the data'. Data is great but it is only one part of the puzzle, when combined with a strategic mind this is when the magic happens!

Performance and Analytics Team

Who We Are?

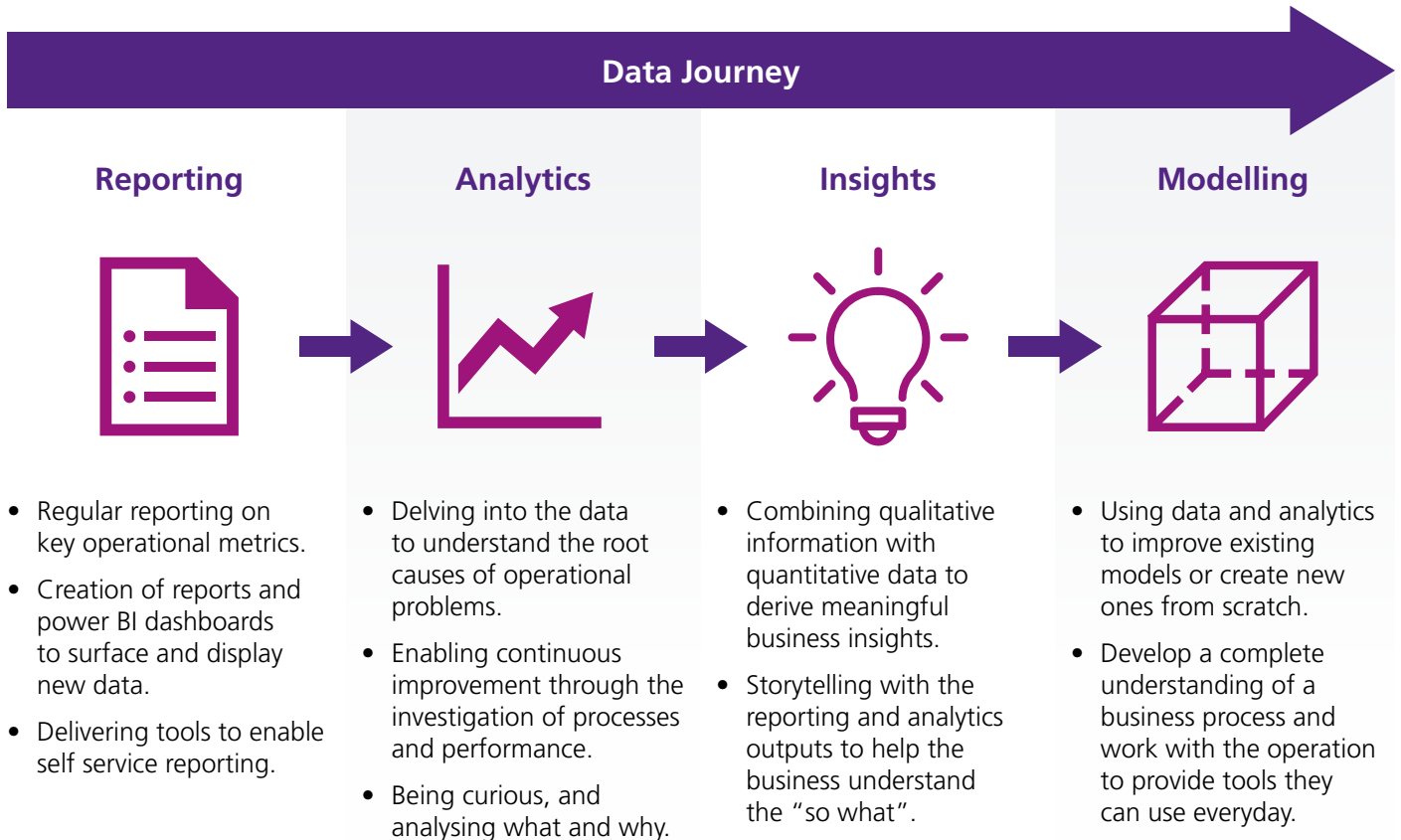
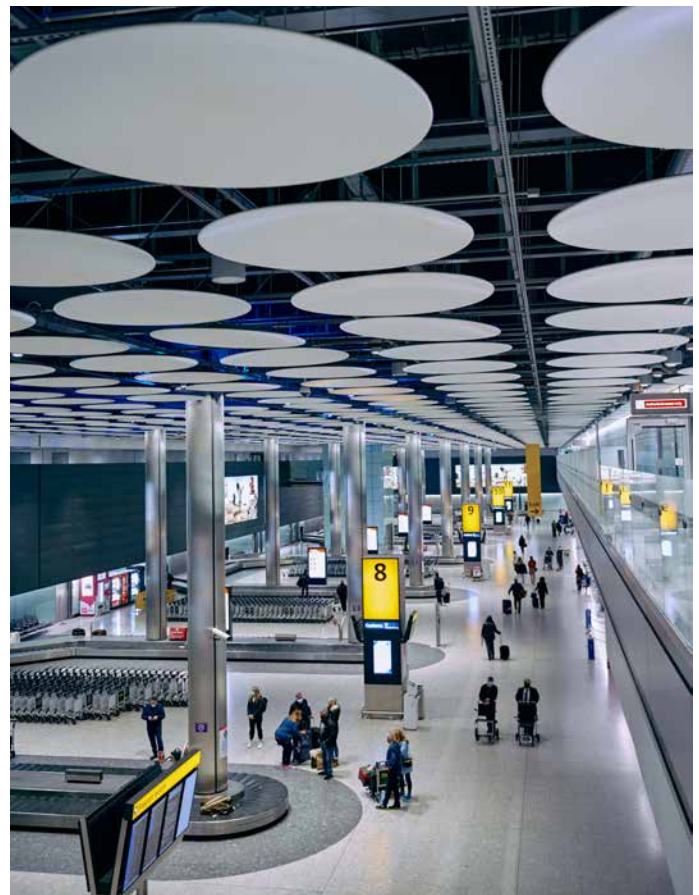
The Performance and Analytics Team bring over 70 years of combined airport experience covering areas such as Security, Forecasting, Planning, Rail, Baggage, APOC and Commercial. Utilising this broad experience enables us to provide deeper insight and better support to the operation.



What We Do

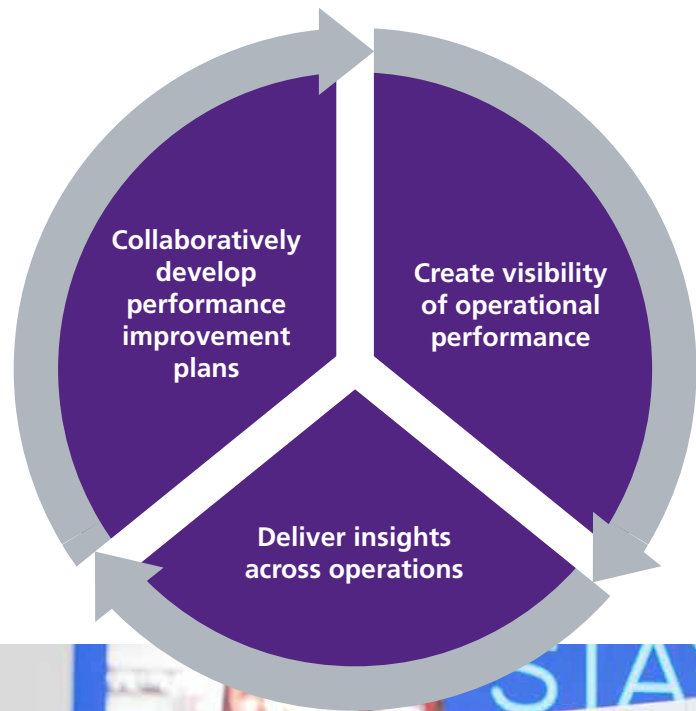
The Performance and Analytics team sits within Operational Planning and are responsible for helping identify and reporting on key operational metrics, analysing performance, providing actionable insights to the business, and developing modelling tools to help improve operational plans and increase the scope of the plans. The purpose of the team is to combine an understanding of airport operations with modern data analysis, visualisation and storytelling, enabling Heathrow's transformation into a proactive, 'Smart Airport', growing our passenger volumes whilst protecting operational resilience and continuing to deliver an excellent passenger experience.

The role of an Ops Planning Analyst involves working dynamically with all areas of the operation, including Security, Services, Airport Operations and Engineering, helping the business adopt a more data-driven culture and building on its data science capabilities. The role will work with both historic data and future forecasts, looking to combine datasets to provide a clearer and enriched view of the operation on which to generate the plans. The role will work with and influence a wide range of operational teams, providing trusted support and driving continuous improvement initiatives.



Collaborative Working

Our aim is to foster strong relationships with the planning and operational teams to bring visibility of operational performance that delivers valuable insight and in turn, develop performance improvement plans that enable Heathrow to continuously improve.



Resource Planning

What do we do?

This is an exciting management role working within Operations Planning. The purpose of this role is to work across all functions within Heathrow Operations to provide strong business partnering to develop demand and supply profiles for your business area.

The Resource Planning Manager will inform deployment and allocation models, develop associated shift rosters to enable the delivery of service to passengers and stakeholders and to meet productivity and compliance targets to help Heathrow provide the best airport service in the world.

The provision of the right level of resource at the right time is essential for Heathrow to become more productive so that we can operate at lower operational cost. You will also influence, support and coach business area management teams and resource allocation teams to unlock performance and continuous improvement of resourcing, colleague experience, operational plans, and operational performance.



Antony Bird
Resource Planning Manager Security Terminal 5

“After 15 years in security operations, I decided it was time to look for a new challenge. It was at this point I was successful in my application to join the resource planning team. Joining this team just after the pandemic provided me a unique learning experience as it wasn't BAU. Being part of operational planning during this very unique time provided a wide variety of challenges which has helped embed the core principles of planning.

I think this role has also enabled me to utilise all the experiences gained through my career at Heathrow. I really enjoy having such a high level of responsibility which is a fundamental part of being a resource planner. Having high level conversations and high impact influential decision-making responsibilities towards the operation is what makes this role extremely rewarding and can really challenge the way you need to adapt to meet the demands of the operation.”

Cammelle Fernandes
Resource Planning Manager Airside

“My frontline operational experience in security along with my strategic analytical skills in Colleague Services culminated in my progression into the Resource Planning manager role. I love working at the airport and like many will always list ‘the people’ as one of the best things about Heathrow.

Even though I am new in my current role, Heathrow is a real community and the support, friendship and guidance that is given is unlike any I have experienced before. Working at this iconic airport and being able to play my part in influencing our resource profiles effectively to enable our operations colleagues to meet our stakeholders' expectations and to give our passengers a fantastic service is one of the most rewarding aspects of my job that excites me every day.”

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