

Job Description

We are looking for an energetic, enthusiastic, self-motivated individual who is a pragmatic strategic thinker with good work ethics for the post of Senior Manager Inflight Catering and Airside Operation to lead our Operations team. The successful candidate will report to the Chief Executive Officer and be responsible for the Catering dispatch and Airside Operations function optimizing the productivity of the company.

- The Senior Manager Inflight Catering and Airside Operation, is responsible for leading the end-to-end Operations functions ensuring coordination, planning, execution, and oversight of all ground side and airside logistics related to Inflight catering. This role has overall managerial supervision ensuring meals, supplies, and equipment are transported, loaded, delivered, and replenished under strict timelines and in keeping with quality, safety, and regulatory standards and Service Level Agreements with customer Airlines.
- Serving as the primary liaison with airline clients, understand their catering schedules, special requests, feedback, and ensure service is delivered as per contracts, guaranteeing accurate counts, labeling, and rigorous checks to prevent misloads or missing items. Monitor real-time operations and quickly resolve issues to prevent flight delays or service disruptions. Address any customer complaints and implement corrective actions promptly.

Job Information

Grade
11

Division Name
Operations Division

Date Opened
03/10/2025

Application Closing Date
17/10/2025

Job Type
Full time

Industry
Services - Corporate B2B

City
Katunayake

Province
Western Province

Country
Sri Lanka

Postal Code
11450

- Ensure all food handling, preparation, and storage processes under the purview of the Division comply with international and local food safety standards (e.g., HACCP, ISO 22000), Conduct regular inspections to maintain high hygiene and quality standards.
- Collaborate with internal departments and external stakeholders to meet service delivery expectations and liaise across departments to maintain business continuity, developing contingency during operational disruptions such as flight delays and equipment failures etc and manage recovery actions through effective communications.
- Monitor and manage team performance, identifying and supporting high-potential talent and addressing under performance effectively. Resolve conflicts pragmatically to maintain productivity.

Requirements

- Bachelor's Degree in Business Administration, Finance, Logistics, Hospitality, Project Management, Operations Management, Food Science, or a related field, Master's degree or a related professional qualification.
- 8 years of experience in operations management or a related field with 4 years or more of Managerial experience in airline catering, food manufacturing, or hospitality sectors.
- Be a Sri Lankan citizen below 50 years as at 17th October 2025.
- Strong knowledge of Operations management principals and industry best practices.
- Strong understanding of food safety, Hygiene standards, and aviation regulatory requirements.
- Excellent problem-solving skills coupled with strong analytical skills and a data-driven approach to decision making.
- Strong leadership skills, planning and action orientation, with attention to detail.
- Ability to work in a fast-paced environment and handle multiple priorities.

Benefits

The selected candidate can be assured of an attractive remuneration package with fringe benefits.