



JOB DESCRIPTION

Post Title: [OBJ] Drone Operations Officer

Directorate: [OBJ] Network Resilience

Reports to: [OBJ] Policing & Security Manager

Direct Reports: 0

Salary Band:

Key Relationships: WMCA (West Midlands Combined Authority) partners, Local Authority partners, Network Resilience, Transport Partners, RTCC (Regional Transport Coordination Centre) colleagues, Safer Travel Policing Team, ASB (antisocial behaviour) Team, West Midlands Police Drone Team, Network Rail Drone Team, CCTV (Closed Circuit Television) Control Room, Civil Aviation Authority (CAA)

Role Purpose

The Drone Coordinator will oversee the administration, deployment, maintenance, and regulatory compliance of the authorities drone operations. This role is crucial for ensuring safe, efficient, and legal drone usage, aligning with corporate objectives and industry standards. The Drone Coordinator will be the primary point of contact for all drone-related activities, including coordination with regulatory bodies, overseeing drone pilots' compliance, and ensuring all operations are conducted within safety guidelines. The post holder will be aware of future emerging drone technologies, legislative developments specifically in relation to beyond visual line of sight (BVLOS) operations and seek to maximise future drone usage opportunities for the Combined Authority.

Responsibilities

- Act as the point of contact for the TfWM (Transport for West Midlands) Drone Network, ensuring that all enquiries from both internal and external stakeholders are addressed in the first instance.
- Take responsibility for the CAA Operations Manual PDRA01, keeping it up to date, reapplying every 12 months for permission to fly, reviewing civil air publication legislation updates, and ensuring version control revisions are documented.
- Manage the TfWM Drone email inbox, ensuring all requests and queries received are responded to in a timely manner.
- In consultation with the Accountable Drone Manager, agree charges for services and ensure invoices are raised and actioned accordingly.

- **Oversee the safe and legal operation of the Network Resilience Drones, ensuring all risk assessments are completed prior to flying.**
- Chair the Drone Safety Meeting with Internal Partners across Network Resilience to review lessons learnt and review individual pilots flying hours to comply with the CAA regulations.
- Explore future opportunities to develop new technologies for drone services including beyond visual line of sight flights and future technological advances.
- Document and ensure thorough safety/maintenance checks are completed for the drone fleet in line with CAA regulations.
- Keep a cohort of trained flight observers to support pilots during operational deployments
- Document pre- and post-flight logs, analyse weather conditions, including uploading flight data to 'Drone Desk' computer system. Monitor drones during flight, always ensuring safety and escalating any matters to the Security and Policing Manager.
- Ensure software updates for hardware/software, maintenance records and equipment testing of the drones are kept in line with the operations manual.
- Plan effective drone flight routes, always ensuring safety as per our operations manual, maximising data collection based on the needs of the organisation.
- Produce a yearly plan to include a review of pilot's qualifications, the expiry date of the PDRA01, maintenance contracts schedule and incident/event reporting.
- Gather information or produce aerial data, as needed, or requested from our clients for drone use.
- Ensure that service checks and general operation of the Network Resilience vehicle is maintained.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
	E	D	App*	Int**	Other***
Experience					
Experience of implementing new processes and procedures.		x	x	x	
Experience of developing and maintaining plans and strategies.	x		x		
Experience of working in a multi-agency environment, seeking agreement from multiple stakeholders at all levels.	x		x	x	
Experience of Operating Drones	x		x	x	
Experience of implementing new processes and procedures.		x	x	x	
Skills/Knowledge/Abilities	E	D	App	Int	Other
Excellent communication skills with experience of engaging with colleagues/public at a range of levels.	x		x	x	
Ability to multi-task and remain calm under pressure.	x		x		
Technical problem-solving and troubleshooting abilities related to Drone usage.		x	x		
An ability to communicate complex aviation environment topics to non-specialists.		x	x		

Qualifications/ Professional Memberships	E	D	App	Int	Other
Security Industry Authority (SIA) CCTV License		x	x		
To be vetted to, or be able to be vetted to NPPV level 2 (abv)	x		x		
General Visual Line of Sight (VLOS) Certificate	x		x		
Clean UK driving licence		x	x		

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility for any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings/ events etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis