

FIRE SERVICES MANAGER

Job Advertisement

Reporting To:	Executive Director of Airports Operations	
Division:	Fire	
Grade Level:	10.1	
Remuneration:	\$91,823.00	
Special Requirements:	N/A	
Employment Type: ☒ Continuous Employment ☐ Fixed Term Contract ☐ Independent Contractor ☐ Consultant ☐ Intern	Hours: ☒ Full-Time ☐ Part-Time ☐ Part-Time Shift ☐ Casual/Flexible	Location: ☐ All Islands ☒ Providenciales ☐ Grand Turk ☐ Salt Cay ☐ North and Middle Caicos ☐ South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority ("TCIAA") (established under The Airports Authority Ordinance, Ord.11 of 2005) is responsible for constructing, controlling, and managing airports and providing and maintaining runways, taxiways, and terminals for the efficient operation of airports in the Turks and Caicos Islands. Its current portfolio consists of owning and operating six airports while providing air navigation services for the low-level airspace above the territory. Our mission is to provide world-class airport facilities and operations through high standards in safety, security, quality, efficiency, innovation, and customer service, recognizing their importance to the overall socio-economic development and strategic growth of the Turks and Caicos Islands.

About the role

The Fire Service Manager is responsible for the strategic leadership, operational management, and continuous improvement of the airport fire and rescue services. This role ensures that all fire service operations comply with national and international aviation safety standards, local fire codes, and best practices. The manager will oversee emergency response readiness, fire prevention, risk mitigation, and community engagement initiatives, while fostering a culture of safety, professionalism, and continuous learning within the department.

Responsibilities and Key Deliverables

Strategic Leadership and Planning:

- Develop and implement the Fire Service Department's strategic plans and objectives, ensuring alignment with TCIAA's mission and the evolving needs of the aviation sector and local communities.

- Conduct regular reviews of departmental goals, performance metrics, and emerging risks to ensure ongoing relevance and effectiveness.
- Take the lead as the Project Owner for various capital projects at the Fire Service, overseeing project planning, execution, resource allocation, and successful delivery in alignment with organizational goals.

Operational Management:

- Oversee daily fire service operations, including emergency response, fire suppression, rescue, and hazardous materials incidents at all TCIAA airports.
- Ensure optimal allocation and deployment of personnel, vehicles, equipment, and other resources to always maintain operational readiness.
- Develop, review, and update operational policies, standard operating procedures (SOPs), and emergency response protocols to ensure compliance with ICAO, NFPA, and local regulations.

Personnel Management and Development:

- Lead the recruitment, selection, onboarding, and retention of firefighting and support staff.
- Design and implement comprehensive training and professional development programs, including initial certification, ongoing skills maintenance, and leadership development.
- Foster a positive, inclusive, and high-performance work environment that encourages teamwork, accountability, and continuous improvement.

Fire Prevention and Community Engagement:

- Develop and manage fire prevention programs, including inspections, code enforcement, and risk assessments of airport facilities and surrounding areas.
- Lead public education campaigns and community outreach initiatives to promote fire safety awareness among airport users, tenants, and the wider community.
- Collaborate with government agencies, community organizations, and other emergency services to enhance coordination, share resources, and improve overall emergency response and fire safety initiatives.

Risk Assessment and Mitigation:

- Conduct regular risk assessments to identify potential fire hazards and vulnerabilities within airport operations and infrastructure.
- Implement and monitor risk mitigation strategies, including fire detection and suppression systems, emergency evacuation plans, and drills.

Budgeting and Resource Management:

- Prepare and manage the Fire Service Department's annual budget, ensuring fiscal responsibility and alignment with organizational priorities.
- Monitor expenditures, manage procurement of equipment and supplies, and oversee maintenance of vehicles and facilities.

Compliance and Quality Assurance:

- Ensure all fire service activities comply with relevant laws, regulations, and industry standards, including ICAO Annex 14, NFPA codes, and local fire safety ordinances.
- Coordinate and prepare for regulatory inspections, audits, and accreditation processes.
- Maintain accurate records, incident reports, and documentation for internal and external review.

Performance Monitoring and Continuous Improvement:

- Establish and track key performance indicators (KPIs) for fire service operations, response times, training, and prevention activities.
- Analyse performance data, identify areas for improvement, and implement initiatives to enhance efficiency, effectiveness, and safety.
- Prepare and present regular reports to senior management and the Board of Directors on departmental performance, challenges, and achievements.

Competencies

- **Strategic Leadership:** Ability to set vision, inspire teams, and drive organizational change.
- **Operational Expertise:** In-depth knowledge of fire service operations, emergency response, and risk management in an aviation environment.
- **Regulatory Knowledge:** Familiarity with ICAO, NFPA, and local fire safety regulations and standards.
- **Analytical and Problem-Solving:** Strong skills in risk assessment, incident analysis, and developing effective solutions.
- **Communication:** Excellent verbal and written communication skills for interacting with staff, stakeholders, and the public.
- **Team Building:** Proven ability to lead, motivate, and develop diverse teams.
- **Financial Acumen:** Experience in budgeting, resource allocation, and financial management.
- **Community Engagement:** Ability to design and deliver impactful fire prevention and public education programs.
- **Technological Proficiency:** Competence in using incident management systems, training platforms, and Microsoft Office Suite.

Education Requirements

- Bachelor's degree in Fire Science, Emergency Management, Public Administration, or a related field.
- Advanced degree (e.g., Master's in Emergency Management, Public Safety, or related discipline) or professional certification (e.g., NFPA Fire Officer, Chief Fire Officer, Incident Command System) is highly desirable.

Experience Requirements

- Minimum of 7 years' progressive experience in firefighting, emergency response, or fire service management, with at least 3 years in a supervisory or leadership role.

- Experience in an airport or aviation environment is a significant advantage.
- Demonstrated experience in developing and implementing fire prevention, training, and community outreach programs.

Benefits

- Mobile Phone
- Transportation Allowance
- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as determined and/or required and/or appropriate by the CEO.

The Turks and Caicos Islands Airports Authority (TCIAA) is committed to diversity, equity, inclusion, and accessibility in the workplace. Diversity is ingrained in who we are and how we do business. Therefore, we welcome applicants regardless of ethnicity, gender, ability/disability, religion, and sexuality.

Interested individuals must submit:

- **Cover letter**
- **Resume**
- **2 Job References testifying to character and competency for the role,**
- **Police record**
- **Proof of status**

No later than December 12th, 2025 to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Providenciales International Airport
Telephone# 649-941-8692, Fax# 9415996. Email: hrrecruitment@tciairports.tc

Turks and Caicos Islanders Preferred