

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY J. RENOUF OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 9th JUNE 2025
ANSWER TO BE TABLED ON MONDAY 16th JUNE 2025**

Question

“Will the Minister provide details of the organisational restructure at Jersey Airport that led to the Office of the Director of Civil Authority putting the airport into Special Attention including (but not limited to) how many people left their employment during the restructure, what new posts were created and how many posts remain unfilled?”

Answer

Ports of Jersey (“PoJ”) has implemented strategic measures to enhance and strengthen the operational leadership team at Jersey Airport, ensuring alignment with, and to support the delivery of, the ambitious objectives set out in the Ports Policy Framework and reflected in PoJ’s approved Strategic Business Plan.

A key aspect of this was the integration of the Security, Customer Experience and Terminal Operations teams at Jersey Airport to create a better experience for passengers and to improve efficiency. Early results from this initiative have been positive: 99% of passengers are now queueing for less than 15 minutes at security and over 90% of baggage is delivered to the carousel in less than 20 minutes – metrics comparable with leading airports.

This process included an organisational restructure during which eight roles were significantly impacted, placing these employees at risk of redundancy. Of these, five were senior positions within the airport’s operational leadership team. At the same time, five new roles were created to better meet operational needs. These were:-

- Head of Customer Operations (Responsible for Terminal Operations including Security) - **position filled by an internal promotion**
- Security Compliance Manager – **position filled by an external candidate**
- Operations Planning Analyst – **position filled by an external candidate**
- Aviation Operations Training Manager - **position filled by an internal promotion**
- Manager of Air Traffic Control - **recruitment process ongoing**

As noted above, some of the new roles were filled through internal promotion, while others required recruitment of external candidates who bring a combined 150 years of experience from other airports. Currently, there remains only one vacancy—the Manager of Air Traffic Control—which is being covered by an experienced professional on an interim basis until a permanent appointment is made.

Ultimately, seven employees left PoJ and one was promoted into a new role. PoJ worked closely with trade unions throughout this process. This restructure reflects a considered approach to building a high performing, agile, effective leadership structure that is well positioned to support future growth and deliver the objectives set out in the Ports Policy Framework.