

Airport operations centre coordinator

Airport operations centre coordinators maintain information flow and support the airport's day-to-day coordination. They are not automatically air traffic controllers, airline dispatchers or emergency commanders. "Controller" in an airport operations-centre title can describe coordination work rather than an air traffic control licence.

What the role does

- Receive, record and distribute operational information to the responsible teams.
- Maintain flight/airport activity records and prepare reports.
- Support coordination tasks assigned by the airport's procedures and management.

Where the work happens

Airport operations centre, communicating with airport teams and maintaining logs; rostered work depends on the employer.

Employer example

Lanseria International Airport • South Africa • Junior Operations Centre Controller

Closed vacancy historical example • Checked 2026-10-27 [E042-LANSERIA]

Category	What this employer states
Essential in this source	Grade 12 or equivalent; English fluency; two years' aviation experience. Shift/weekend availability, advertised Code 08 driving credential and own transport. Airside induction, AVSEC, computer/Word/Excel competence, communication/data-analysis skills and an operations-centre evaluation.
Desirable in this source	Radiotelephony is described as an added advantage.

Closed 2022 vacancy retained as a dated employer example. "Junior" is not counted as an extra occupation or presented as no-experience entry.

PREPARE AND VERIFY

Separate requirements from preparation

England learning comparison; South African site applicability unresolved: The aviation-ground-operative standard includes an operations-support learning option. It does not grant South African airport permissions or an ATC licence. The archived employer's induction, AVSEC and driving terms need current local confirmation before a training decision. [O-GROUND-EN]

Still to verify: One dated closed employer example; a current second example remains desirable. Hermes Airports' specific 2026 page returned 403 and is not counted. South African current authorisation applicability remains unresolved.

Explore a realistic entry route

- Compare airport operations-centre adverts with airline operations-control adverts and mark the organisation each serves. The names can sound similar while the decisions, training and authority differ substantially. Start your search with the actual employer and task list, not a broad "operations controller" keyword alone.
- Practise accurate logging, information checking and concise handovers in a legitimate work or study setting. Build a portfolio that shows how you distinguish a confirmed update, a request and an unresolved issue. Do not label a classroom log as operational experience or use real flight-control channels.

- For a current vacancy, ask which prerequisites must already be held and which are completed after recruitment. Confirm local terminology and credential equivalence rather than assuming an old driving-code reference applies unchanged today. Check training recognition before paying for an “airport operations” certificate.

Build evidence of your skills

- Create a fictional information log for a sports event with timestamp, source, update, recipient and acknowledgement fields. Introduce a corrected update and show how the record preserves the correction without hiding the earlier information.
- Build a simple responsibility diagram showing how an invented airport operator exchanges information with handlers, airlines and other service providers. Label it conceptual: it is not a real airport communication plan, radio procedure or emergency call-out list.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: what would you do if two sources gave conflicting information? Describe a real example of checking, documenting uncertainty and referring to the authorised decision-maker, rather than guessing which report must be right.
- Prepare questions about shift handovers, training assessment, supervision, system access and the boundary between coordination and decision authority. Ask whether the role deals with airport resources, airline flight operations or both.

Investigate possible next roles

Investigate specialist airport coordination, operations analysis or supervisory work. Changing to dispatch or ATC is a separate pathway with its own entry and competence requirements.

Sources and scope

[\[E042-LANSERIA\] Lanseria International Airport Junior Operations Centre Controller](#)

Closed vacancy historical example. South Africa. Checked 2026-10-27.

[\[O-GROUND-EN\] Skills England Aviation ground operative - ST0037 v1.0](#)

Passenger-services and aircraft-handling learning reference. The page says revision is in progress and this version remains approved. An English apprenticeship standard is not a South African licence or a global recruitment minimum. Checked 2026-10-27.

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