

# The Etihad Airport Supervisory and Ground Operations Information brochure 2026



# Welcome to Etihad

Dear Trainees,

On behalf of the entire team at Etihad Airways, I would like to extend a warm welcome to each of you. Congratulations on joining our Airport Training Programme – an exciting opportunity to build a rewarding career in one of the most dynamic industries in the world. As you embark on this training, I want to remind you of the critical role you play in ensuring the safety, efficiency, and success of airport operations. The skills and expertise you are about to develop will directly impact the experience of thousands of guests that travel through our home Abu Dhabi. We take great pride in providing you with the tools and knowledge to succeed in such a vital and fast-paced environment.

Throughout your training, you will have the chance to work alongside some of the best professionals in the industry. We are committed to your growth and development, offering you valuable hands-on experience, mentorship, and a wealth of opportunities to enhance your career in aviation.

Remember that this is a place for innovation, excellence, and teamwork. I encourage you to be proactive, ask questions, and take full advantage of the resources available to you. The work you do here will have a lasting impact, and I have no doubt that each of you will contribute to making our guest journey more memorable.

Once again, welcome to the Etihad Airport Supervisory and Ground Operations Programme. I look forward to seeing your achievements and the bright future you will help shape in the world of aviation.

Best regards,  
Captain Majed Al Marzouqi  
Chief Operations Officer



# Past, present, and future

We're proud to be the national airline of the UAE and even prouder of how far we've come since our first flight in 2003. From a regional carrier to a global industry challenger, we've grown to become one of the world's leading airlines.

But we're not stopping there. By 2030, we plan to double our aircraft, triple passenger numbers and expand our network to 125 destinations.

We've these ambitious goals in sight, we're looking for young, talented, and driven candidates to help us make it happen.

Through our three-to-four-year Airport Supervisory and Ground Operations programme in Abu Dhabi, we'll provide you with the skills, knowledge and experience needed to excel in this dynamic industry.



# Our purpose, vision, mission, values

Who we are and what we stand for is anchored in the four pillars of our purpose, vision, mission, and values...

## Our purpose

To give flight to ambition.

## Our vision

To be the airline that everyone wants to fly.

## Our mission

From travel inspiration to destination, we deliver extraordinary experiences inspired by our Emirati identity.

## Our values

**Safe:** Safety first, always

**Ambitious:** Think big. Dream bigger

**Passionate:** We love what we do

**Results driven:** Driven to achieve

**United:** Together for a purpose

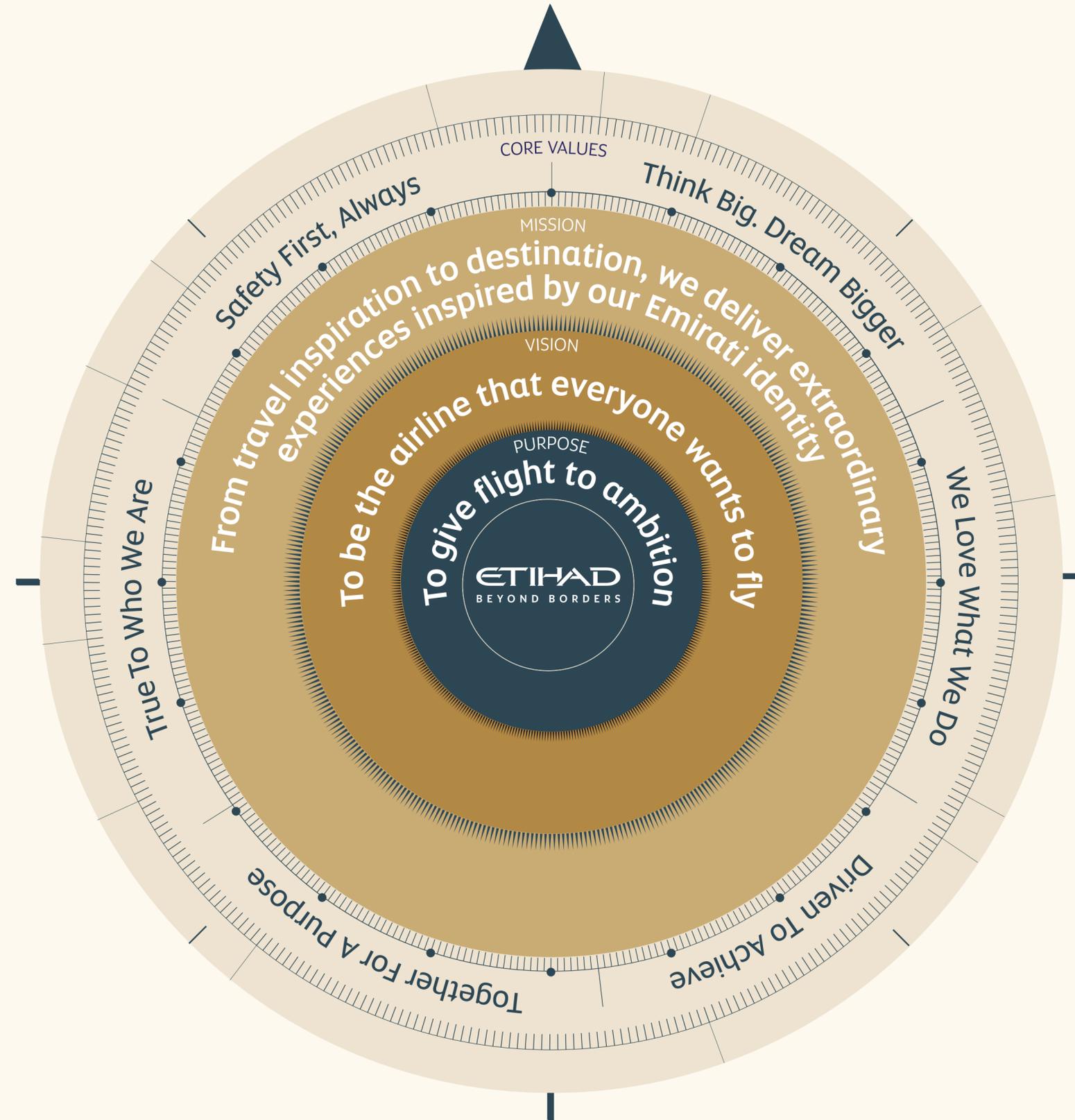
**Authentic:** True to who we are



# The Etihad Compass

The foundations of Etihad's present and future

Our purpose, vision, mission, and values are all captured in our Etihad compass. A great reference for our candidates and recruiters in our day-to-day operations.





# The Etihad Airport Supervisory and Ground Operations programme

Since our launch in 2003, Etihad Airways has soared to become one of the world's leading airlines.

From our vibrant hub in Abu Dhabi, we connect guests and cargo to destinations across the Middle East, Africa, Europe, Asia, Australia, and North America, serving 91 airports in 52 countries.

Our success story is powered by our exceptional Airport Supervisory teams. These dedicated professionals meticulously plan and direct airport operations, ensuring seamless service delivery.

Working hand-in-hand with our Ground Operations teams, including the dynamic Network Operations Control (NOC), they manage real-time flight operations and overall airport activities.

Our Aircraft Dispatchers are managing the turnaround of flights with precision, coordinating all ground activities from refuelling to loading and maintenance, all while adhering to the highest safety standards.

# What is the Etihad Airport Supervisory and Ground Operations programme?

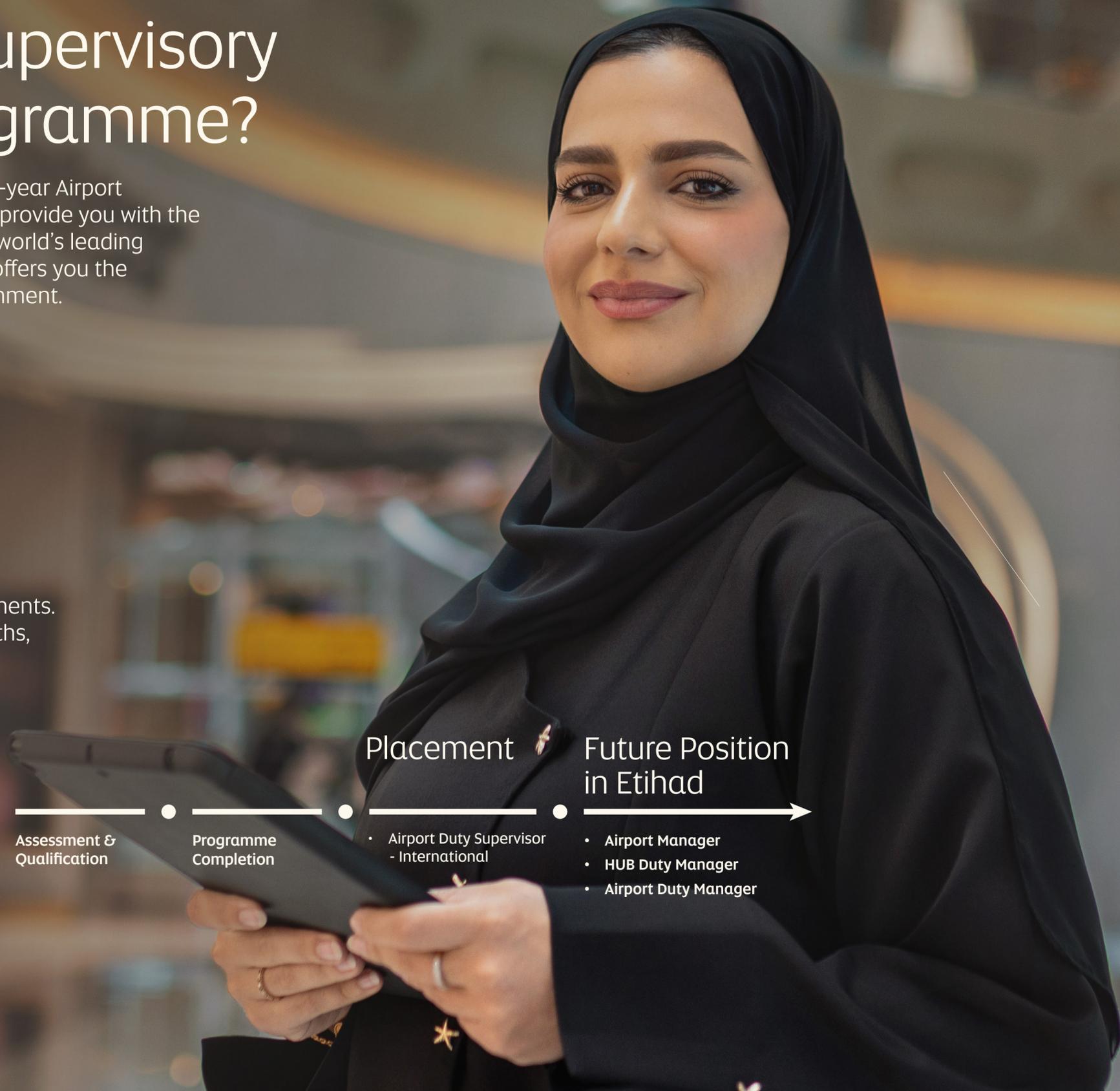
Kickstart your aviation career with Etihad's dynamic and rewarding three-to-four-year Airport Supervisory and Ground Operations Programme. This programme is designed to provide you with the skills and experience needed to excel in frontline operational roles at one of the world's leading airlines. It's more than just training—this comprehensive development pathway offers you the opportunity to grow, learn, and thrive in a fast-paced, globally recognised environment.

## Career Pathways:

The programme offers two exciting career pathways, allowing you to tailor your journey based on your interests and strengths:

## Airport Supervisory

Gain hands-on experience in airport operations, including duty supervisor placements. You'll also have the chance for international deployment (outstation) for 24 months, giving you the opportunity to expand your global perspective.



# Ground Operations

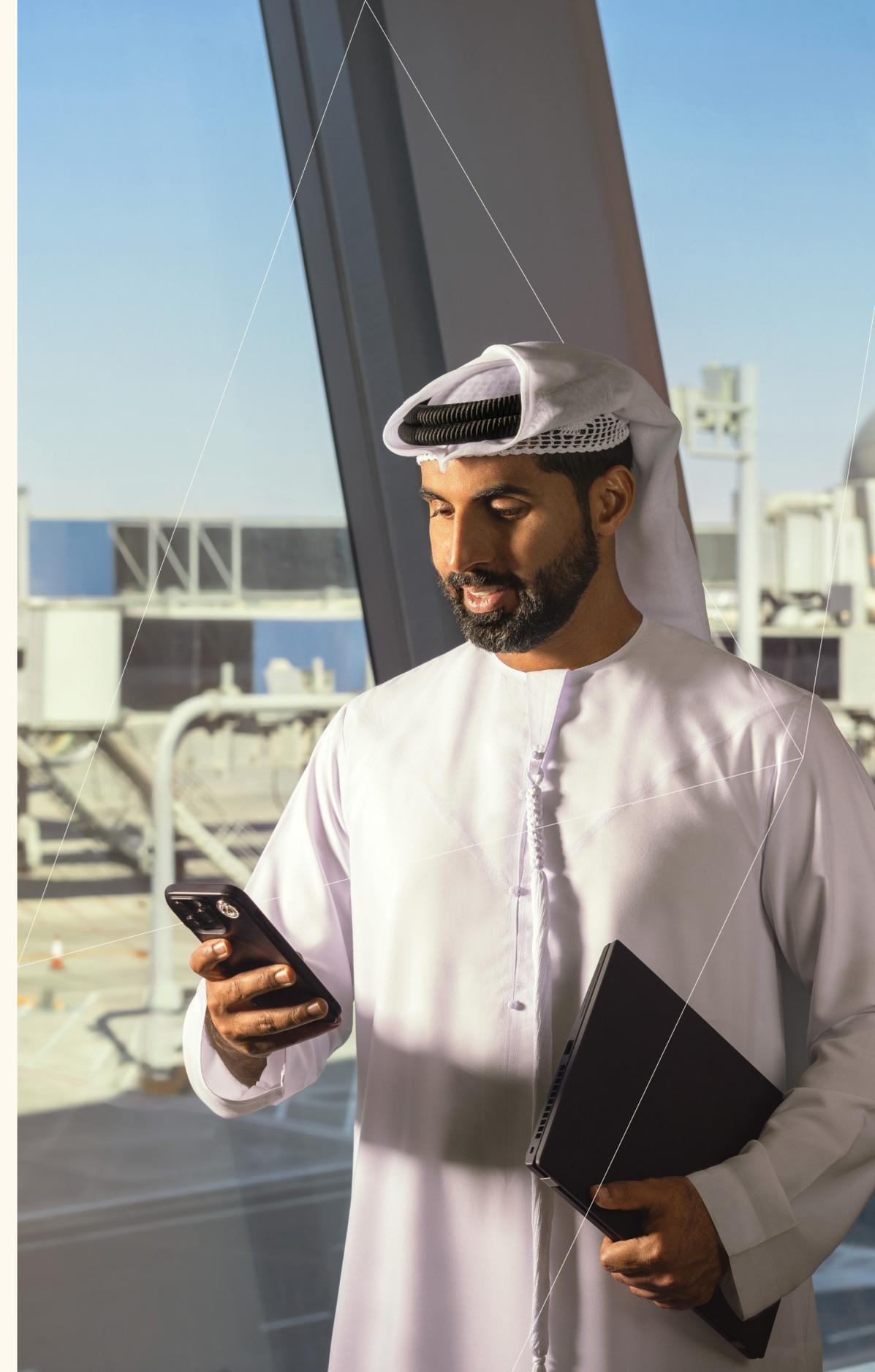
Build a solid understanding of airport operations through two key work placements: one in Network Operations Control (either at the Airport or HQ) and another in Aircraft Dispatch at Abu Dhabi Airport. This ensures you gain a well-rounded experience across critical areas of the operation.



# Why join the Etihad Airport Supervisory and Ground Operations programme?

By joining the programme, you will:

- **Develop a rewarding career in Airport Supervisory or Ground Operations Management**, gaining exposure to diverse roles that will shape the future of aviation.
- **Explore various professional pathways within Operations**, including Ground Services, Network Control, International Airport Supervisory, and more.
- **Gain hands-on experience in the fast-paced airport environment**, working alongside industry experts, learning best practices, and leading teams.
- **Unlock global career opportunities**, with the potential to work at key airports worldwide and build an international network.
- **Receive training from highly skilled professionals**, learning the latest techniques and industry standards to excel in the aviation sector.
- **Access a wide range of career opportunities**, building a strong foundation across multiple aviation disciplines, such as Airport Operations, Safety, Customer Service Management, Airfield Management, and roles in regulatory agencies.
- **Develop essential skills** in leadership, problem-solving, communication, and technical aviation expertise, preparing you to work in any global airport and ensuring a stable, long-term career path.
- **Build a strong foundation for leadership** and professional growth in a dynamic, thriving industry, setting you up for continued success in the world of aviation.





# Who can apply for the Airport Supervisory and Ground Operations Programme?

We are looking for candidates who:

## Airport Supervisory

- Are UAE Nationals with a valid family book
- Are 21 years of age or older
- Hold a Bachelor's Degree completed in the last three years
- Are fluent in English (Written and spoken)
- Have experience in a customer service position (preferred)
- Are flexible and able to work shift-based schedules
- Are open to working at airports outside the UAE
- Can wear the Etihad uniform with pride
- Completed or permanently exempted from UAE National Service (for males)
- Pass our mandatory medical assessment

## Ground Operations

- Are UAE Nationals with a valid family book
- Are 19 years of age or older
- Have completed a minimum of a 2-year Diploma from an accredited organization by Ministry of Education
- Are fluent in English (Written and spoken)
- Have experience in a customer service position (preferred)
- Are flexible and able to work shift-based schedules
- Can wear the Etihad uniform with pride
- Completed or permanently exempted from UAE National Service (for males)
- Pass our mandatory medical assessment

# Key attributes we are looking for

1 Leadership and teamwork

2 Communication

3 Personal drive

4 Safety and compliance

5 Adaptability

6 Customer service

7 Problem solving and  
decision making

# Our recruitment process

At Etihad Airways, we follow a structured and transparent recruitment process to ensure we assess each candidate thoroughly and fairly. This process is designed to give you the opportunity to showcase your skills, motivations, and potential.

## 1

### Application

To complete the application, candidates must upload the following:

- High school certificates
- Minimum grade 12/diploma/bachelor's degree
- Military service certificates (if applicable)

## 2

### Branching questions during the application

As part of the application, you will be asked a few key questions, such as:

1. What was your final percentage score in high school?
2. What is your highest education? (High school/diploma/bachelor's degree)
3. Are you a UAE national holding a family book?

## 3

### Screening

Next, you'll undergo a video screening where you'll be asked to answer a few questions, including:

- Introduce yourself.
- Explain your motivation for joining Etihad (this will also test your English proficiency)
- Describe a time you worked in a team.
- Share an experience where you overcame a challenging situation.

## 4

### Assessment centre

If you're shortlisted, you'll be invited to our assessment centre, where you'll participate in:

- A welcome presentation
- Two group exercises
- Panel interviews

During the assessment, we will evaluate:

- English and communication skills
- How candidates interact with customers
- How they resolve conflicts and manage escalations
- Their passion for building a career in frontline operations

After the assessment:

Following the assessment, our Talent Acquisition and Business teams will evaluate the candidates and make provisional offers. To move forward, candidates will need to:

- Pass a medical examination
- Undergo government security clearance

# How to ace the Assessment Day

The day will start with a welcome and briefing session to provide you with more information about the programme and what to expect during the assessment process. You'll also have the chance to speak with current airport leaders and ask any questions you may have.

During the assessment day, you will take part in various activities, including team tasks, group exercises, and a panel interview. In the group assessment, you'll collaborate with other candidates on tasks. The key to success is working together and having fun. We want to see your true potential and how you react in different situations.

The panel interview gives us the chance to get to know you better, understand your ambitions, and hear about your values. Prepare by thinking about your previous experiences, times you've had to problem-solve, and examples of challenging situations you've faced. If you're unsuccessful at any stage, you are welcome to reapply to the programme in six months.





# Pay and benefits

Ground Ops Officer & Supervisor:  
on the job experience placement (01 and 02)

## Ground Operations Officer & Supervisor

## Airport Duty Officer & Supervisor

Ground Operations Officer 'Trainee'  
5,000 AED. Trainee Contract

12  
Months

Airport Duty Officer 'Trainee'  
10,000 AED. Trainee Contract

Ground Operations Officer Grade 1  
20,750 AED. Permanent Contract

24  
Months

Airport Duty Officer Grade 1  
20,750 AED. Permanent Contract

Aircraft Dispatcher/Network Operations  
Grade 2  
25,467 AED. Permanent Contract

24-36  
Months

Airport Duty Supervisor Grade 2  
25,467 AED. Permanent Contract

# Success stories



**Afra Mohamed Mabwana**  
Airport Manager

During Afra's university years, she balanced her studies with a part-time role as an Office Manager. Upon graduating, she joined Etihad Airways as a Graduate Manager. After successfully completing her management training, she secured her first international assignment as Graduate Duty Manager at Sydney Airport. Her dedication and performance quickly secured her a permanent position as a Duty Manager, confidently leading shifts.

Returning to Abu Dhabi, Afra was assigned to project manage the launch of a new workforce planning initiative. Her journey continued as she worked on two international assignments as Seychelles Airport Manager and then Bangkok Airport Manager, where she managed to improve turnaround performance and support the team's growth.

In 2023, Afra successfully managed the opening of the Osaka station. Working with a strong team, the station consistently ranked in the top ten of the Airport league table, even topping it for two quarters in 2024.



**Ahmed Alremeithi**  
Senior Manager Hub Operations

Ahmed joined Etihad Airways in 2013 as a Graduate Manager at Abu Dhabi International Airport. After completing his training and gaining experience through various work rotations, he secured his first international assignment as Duty Manager in Mumbai, followed by a role at Ahmedabad Airport. His exceptional performance led to his promotion to Airport Manager in Cairo, where he received the prestigious Etihad Airways Excellence Award in Airport Operations in 2019.

Ahmed's journey continued with a reassignment as Airport Manager in the Maldives, before being promoted to Area Manager for Asia East, based in Suvarnabhumi Airport, Bangkok, overseeing 10 airports. In 2022, his responsibilities expanded when he took on the role of Regional Manager, leading a team of Area Managers supporting 30 airports.

Ahmed's ambition remains as strong as ever. He was recently promoted to Senior Manager of Hub Operations at Zayed International Airport, Abu Dhabi, where he continues to drive operational excellence, safety, and an exceptional guest experience.

# Success stories



**Fatima Al Hashemi**  
Area Manager

Fatima began her distinguished career at Etihad Airways in 2012, completing the Graduate Training Programme and quickly establishing herself as a rising star. In 2014, she secured her first role as Airport Manager, and over the years, she has overseen operations across multiple international locations, including Seoul, Athens, and Istanbul. She was also instrumental in launching new stations in Santorini, Mykonos, and Tel Aviv, ensuring their seamless integration into Etihad's network.

By 2024, Fatima's leadership and dedication earned her a promotion to Area Manager, making her the first and only female UAE national to hold this prestigious role. She is also the longest-serving Emirati woman in an International Assignment role, with a track record that continues to inspire.



**Shaeb Ahmad Alnuaimi**  
Director Airport Operations

Shaeb joined Etihad Airways in 2007, entering the Graduate Management Training Programme after completing an engineering apprenticeship.

His first international assignment was at London Heathrow Airport in 2008 as Duty Supervisor. After completing his training, he was made Duty Manager before moving to Incheon Airport in South Korea as Airport Manager. In 2011, he was promoted to Head of Terminal Operations in Abu Dhabi and completed his Aerospace MBA.

Shaeb then supported the launch of Washington Dulles Airport in 2012, before returning to the UAE in 2015 to take on senior roles, including Assistant General Manager of Global Airports and Regional Manager for the Middle East, Africa, and Western regions.

In 2021, Shaeb was appointed General Manager of Hub Operations at Abu Dhabi International Airport, where he successfully led high-profile projects, including the transition to Zayed International Airport. Today, Shaeb leads Etihad's global Airport Network and Ground Operations Department, continuing to drive operational excellence.



**ETIHAD**  
BEYOND BORDERS

[etihad.com/careers](https://etihad.com/careers)