



James Wiltshire

James Wiltshire is Assistant Director External Affairs, a position he took up in January 2019. In this role he is IATA's global policy lead for consumer issues, responsible for developing and coordinating industry positions on the full range of passenger rights topics.

As another part of his responsibilities, James was at the forefront of developing IATA's policy response to the Coronavirus pandemic, including engagement with ICAO and WHO, and is now leading a program of work to ensure that appropriate lessons are learned to enhance aviation's resilience to future health shocks.

James is a professional economist by background and joined IATA's Economics Department in 2013. He also has government and regulatory experience having worked for over 10 years within the UK Government Economic Service and the Civil Aviation regulator. James has a Bachelor's degree in Economics with Hispanic Studies from the University of Nottingham, UK and a Master's Degree in International Relations from the Graduate Institute in Geneva, Switzerland.