

Gold Coast Airport Pty Ltd Position Description



Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Access and Identification Compliance Officer

Location: Gold Coast

Department: Operations & Service Delivery

Reports to: Manager Security & Emergency Planning

Reporting to this position: Nil

Version Number	Date Updated	Version Reviewed/Approved by
1.2	30/07/2024	GM Operations and Service Delivery

Position Purpose

To provide support in the area of Aviation and aeronautical security for the safe and secure operation of the airport precinct. To provide regulatory services for Gold Coast, Townsville, Mount Isa, Longreach Airports and other affiliated regional airports.

Position Requirements

Objective 1: Security

- All passes, cards, keys, airport access, alarms and other identifiable material issued, recorded, received and documented effectively and efficiently in accordance with GCA requirements
- Security audits and reporting carried out efficiently and according to planned schedule
- Database management is current

Objective 2: Administration

- Professional and competent support provided to the Manager Security & Emergency Planning with agreed timeframes met or re-negotiated effectively
- Purchase orders prepared for the Aviation Department
- Invoice requests prepared
- Adequate stock ordered in a timely and efficient manner
- Book, set up and break down meeting rooms in an effective and efficient manner as soon as practicable after use

Objective 3: Documentation and Reporting

- All documentation and reporting carried out effectively and efficiently according to agreed timeframes
- Ensure ASIC Office Standard Operating Procedures are current and updated as required

Objective 4: Training

- All training and documentation effectively carried out to meet training requirements, training objectives and OTS approval

Objective 5: Project Participation / Innovation / Continuous Improvement

- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site

Objective 6: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system

Version Number	Date Updated	Version Reviewed/Approved by
1.2	30/07/2024	GM Operations and Service Delivery

- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Behavioural Expectations for all QAL Employees

QAL employees are expected to demonstrate behaviour which is aligned to our core values:

Authentic

- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave

- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

Inclusive

- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible

- We lead the way with purpose.
- We are accountable for our decisions.

Behavioural Objectives

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours away when carrying out the role objectives:

Team Member

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Perform with pride a broad range of tasks competently as per the role requirements
- Uphold WHS and Regulatory obligations and comply with all policies
- Focus on continuous improvement both for company and self (including self driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Present a positive professional image for the company at all times

Version Number	Date Updated	Version Reviewed/Approved by
1.2	30/07/2024	GM Operations and Service Delivery

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors, Consultants, Stakeholders, and the Community

Key Capabilities Required to Perform Role

Professional Experience:

- Minimum 3 years administration customer service
- Adhering to Policies and Procedures
- Ability to work in a high pressure environment

Specific Job Knowledge, Skills and Abilities:

- Experience dealing with the public
- Experience and/or exposure in security and emergency fields
- Excellent organisational, time, task and priority management skills
- Excellent attention to detail
- Excellent communication skills
- Good problem solving and decision-making skills
- Good computer literacy (Microsoft Word, Excel, Outlook, Access)
- Meet the prerequisites for obtaining the appropriate level of aviation security clearance
- Excellent personal presentation
- Able to work flexible hours if required

Physical Demands:

- Must be able to perform required physical and psychological demands of the role.

Version Number	Date Updated	Version Reviewed/Approved by
1.2	30/07/2024	GM Operations and Service Delivery

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature

Version Number	Date Updated	Version Reviewed/Approved by
1.2	30/07/2024	GM Operations and Service Delivery