

Townsville 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: Aerodrome Reporting Officer (ARO)

Location: Townsville Airport

Department: Aviation

Reports to: Aerodrome Reporting Officer Supervisor

Reporting to this position: Nil

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

Position Purpose

To ensure safe, secure and efficient airside operations are maintained to a high standard, supporting all stakeholders and airline partners by maintaining aerodrome serviceability through the availability of airfield infrastructure and the management of impediments to aircraft operations such as wildlife and other hazards.

Position Role Requirements

Objective 1: Operational Safety & Security

- Ensure the safe and secure operation of the airside environment in accordance with relevant regulations and company SOPs.
- Adhere, promote and enforce all elements of the Townsville Airport Safety Management System (SMS).
- Audit enforce and report on safety and security issues at the airport in accordance with Aviation Transport Security Regulations 2005 and the CASA Manual of Standards (MOS) part 139.
- Conduct serviceability inspections of the movement areas/lighting in accordance with the requirements of the Aerodrome Manual and MOS 139.
- Maintain the integrity of movement area and OLS surfaces.
- Submit, review and amend aerodrome NOTAM's.
- Conduct regular airside patrols, audits and surveillance in accordance with the requirements of the Aerodrome Manual and federal security regulations.
- Monitor, report and investigate operational safety and security incidents & risks.
- Develop and maintain effective relationships with all aerodrome stakeholders.
- Monitor airside driving and ensure compliance with the Rules for Drivers Operating Airside.
- Conduct Airside driver testing.
- Provide airside vehicle escorts as required.
- Contribute to Airport Emergency Response by way of but not limited to:
 - Timely reporting/notification of emergency incidents to Operations & Standards Manager and General Manager Aviation.
 - Providing a coordinated first response in the event of an emergency.
 - Maintaining required training levels to respond effectively in an event of an emergency.
 - Participate in the continuous improvement of the Emergency Response Program.
 - Maintain awareness of the Airport Emergency Plan and emergency procedures.
 - Ensure that the Emergency Response trailer and its equipment are fully serviceable and that consumables are not time expired.
- Monitor and control access points to the airside.
- Monitoring compliance airside to relevant regulations and the TSV Transport Security Program.
- Implement airside inspection access control measures at Gate 1 including:
 - 100% face-to-ASIC check.
 - Ensuring such persons have authorisation to proceed airside e.g. ASIC or are accompanied by an authorised person.
 - 100% face-to-ASIC check for all passengers or inspection of the passenger's VIC and other identity document/s that contains a photograph such as a State or Territory driver's license.
 - Visual inspection of the personal possession of the driver and passenger/passengers.

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

- Visual inspection of the vehicle's cabin, boot and goods carrying area.
- Visual inspection of goods carried by the vehicle.
- 100% check of persons carry-on items – bags/backpacks/ boxes etc.
- Ensuring the driver of the vehicle has an ADA and intends proceeding to airside areas for which he/she is authorised to drive.
- Checking that the vehicle has an AUA on the windscreen.
- Undertaking random and continuous vehicle inspections for all vehicles entering the Security Restricted Area and General Aviation to verify that they have legitimate business airside.
- Undertaking random and continuous security ID inspections of persons in the Airside Security Zone.
- Monitor the security of the airport's business assets through regular patrols.
- Alarm monitoring of the Airport access control system
- Attend Aerodrome Reporting Officer and other meetings as required.

Objective 2: Bird & Wildlife Management

- Implement the requirements of the Wildlife Hazard Management Plan (WHMP).
- Monitor and report on wildlife activity on aerodrome and conduct bird dispersal on using approved methods.
- Record all details of wildlife taken in accordance with State Damage Mitigation Permits.
- Conduct bird counts as required by the Aerodrome Manual or as directed by TSV management.
- Prepare reports on bird strikes in line with the WHMP.
- Arrange retrieval of carcasses (where possible) and their analysis.
- Keep TSV management informed of the effectiveness of bird control measures and recommend improvements where necessary to minimise the risk of bird strikes.
- Ensure the airport perimeter fence is checked regularly to prevent wildlife intrusion; arrange for repairs as required.
- Monitor and report on grass heights, vegetation and other attractants to ensure unattractiveness to wildlife in and around aerodrome.

Objective 3: Administration

- Record identified hazards in Aviation Hazard & Incident Register.
- Input all required data into relevant online registers.
- Record action taken when airside access is denied and of any incidents including those observed on the CCTV.
- Submit all necessary regulatory reports and documents.
- Brief the Senior Aviation Safety Officer immediately on any significant safety, security or emergency incidents.

Objective 4: Customer Service

- Identify and attend to stakeholder requirements in an effective and timely manner.
- Be available as the first point of contact for communication with the Townsville Airport, reports to be followed up as required.

Monitor airport tenants and stakeholder activities to ensure they are maintained within regulatory

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

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
- standards and assisting with direction as required.
- Liaise with tenants and stakeholders on behalf of Townsville Airport in a professional and courteous manner.

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
- 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.

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

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 always when carrying out the role objectives:

- 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

Key Stakeholders

Internal: Employees and management at all levels

External: Airlines, Air Traffic Control, Emergency Services, Aerodrome Stakeholders, Regulatory Authorities and Government Agencies.

Key Capabilities Required to Perform Position

Educational Qualifications:

- Aerodrome Reporting Officer / Works Safety Officer Skillset (desirable)

Professional Experience:

- Experience in providing a high range of emergency, security and safety services
- Experience in a highly regulated environment
- A minimum of 3 years appropriate experience in a similar environment
- Training experience in airside operations.

Specific Job Knowledge, Skills and Abilities:

- Good written and verbal skills
- Good problem solving, decision making and negotiation skills
- Good organisational, time, task, planning and priority management skills

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

- General computer literacy (Word, Excel, Internet, Email)

Certificates:

- Aeronautical Radio Operators Certificate (AROC)(provided)
- Firearms Licence (provided)
- Ability to hold an Authority to Drive Airside Permit Category 4N (provided)

Physical Demands:

- Must be able to perform required physical and psychological demands of the role.
- Ability to comply with the airport's Drug and Alcohol Management Plan (DAMP).
- A distant visual acuity of 6/12 or better in each eye separately, and 6/9 or better binocular (with or without correcting lenses).

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Position 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 Position Description from time to time in accordance with company requirements.

Name

Date

Signature

Version Number	Date Updated	Version Reviewed/Approved by
1.4	10/12/2024	Ops and Standards Manager