

Queensland Airports Limited

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: General Manager - Technology

Location: Gold Coast

Department: Information Technology

Reports to: Chief Financial Officer

Reporting to this position: Technology Operations Manager; Business Technology Manage, Cyber Audit and Risk Manager

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Position Purpose

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This role has responsibility and accountability for driving the Technology strategy, including cyber security, Operations and project delivery and across all business areas including airports, property and corporate business units. As a member of the General Manager team, this role will also contribute to the development of strategic direction and corporate effectiveness of Queensland Airports Limited (QAL) Group.

Position Requirements

Objective 1: Strategic Responsibilities

- Within the broad corporate parameters established by QAL, deliver the Technology strategic plan with a clear vision on the future of the airport opportunities
- Develop and implement the technology roadmap ensuring projects and initiatives are prioritised based on business needs and financial returns
- Guide the technology team covering all aspects of organisational Technology. This includes responsibility for network infrastructure, software implementation, cybersecurity, cloud migration, data security, hardware installation, information systems, systems architecture assessments, standards and policy enforcement, end to end asset management, project delivery and monitoring of QAL Group Technology and communication management
- Demonstrate positive collaborative leadership in ensuring alignment between the Technology function and other organisational departments (e.g. Marketing, Commercial, Operations, Finance)
- Play a senior integral role in supporting the development, enablement and execution of the QAL Data, Digital and innovation strategy
- Ensure compliance with the companies legislative and regulatory requirements
- Build and encourage a positive culture within the Technology team, and be an advocate on positive culture across the General Manager leadership team
- Ensure timely and accurate reporting on a monthly basis of agreed business activities for the Group
- Ensure effective alignment of QAL Group systems and procedures
- Prepare and present business proposals for the Executive team and the QAL Board where required
- Deliver approved projects within financial and time parameters approved
- Achieve KPIs (which will include Financial, ESG, Commercial and Safety targets) established by your Executive member annually

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Objective 2: Promote Workforce Innovation

- Facilitate across Group technology driven innovation projects to improve and enable operational efficiency, revenue generation and business strategic outcomes
- Design process and procedures to explore and assess ideas for technology implementation.
- Promote cross business unit exchange of ideas and process consistency and improvements.
- Partner at a senior leadership level to help enable the business units realise the outcome of having information systems that drive improvements in productivity, revenue development and customer experience.

Objective 3: Management, Leadership and Relationship Building

- Collaborate, communicate and effectively influence others to ensure optimal outcomes and delivery of the Technology requirements and overarching QAL strategies.
- Demonstrate quality leadership practices that fosters a positive inclusive and high-performance culture. Promote teamwork, engagement, two-way communication and a focus on continuous improvement.
- Recruit, identify training needs, monitor and coach to ensure direct reports are effectively achieving the goals set and agreed to.
- Communicate company and corporate policy, procedures, initiatives, training and other messages effectively to employees and key stakeholders on the airport and in the community.
- Act as a role model of corporate values, adhere to company policies and procedures and play a proactive role in the wider QAL leadership group.
- Establish networks to promote business opportunities for the QAL Group
- Build strong working relationships with internal and external stakeholders.

Objective 4: Project Participation / Innovation / Continuous Improvement

- Actively engage and participate in all projects
- Continually strive to improve all processes, procedures and systems to enhance workplace efficiencies
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site
- Provide high levels of customer service upholding the QAL values to both airport and internal customers and present a positive image for the Company at all times.

Objective 5: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety and well being
- 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

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- 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 WH&S 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.

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:

General Manager

- Provide strategic direction & leadership to guide, protect and enhance the future profitable and sustainable growth of the company (customer, shareholder, employee)
- Drive a positive culture of high performance, inclusivity and safety
- Contribute to the economic, social and environmental health of the communities in which QAL resides
- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders

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- If applicable – uphold the duties as an officer of the company

Key Stakeholders

Internal: Employees, Executive, Board

External: Contractors, consultants, stakeholders and community

Key Capabilities Required to Perform Role

Educational

Qualifications:

Essential:

- Tertiary academic qualifications in Information Technology, Business, other related discipline

Desirable:

- Post graduate qualifications in business / management.
- Operational knowledge of airline/airport systems or experience working in large scale operations
- Knowledge and experience in Data and Digital transformation

Professional Experience:

- Demonstrated experience as a senior leader in the fields of Technology
- Proven ability in successful business partnership and delivery of Technology Projects
- An understanding of the airport/aviation industries and future trends
- Proven experience in delivering innovative technology solutions
- IT leadership capability

Specific Job Knowledge, Skills and Abilities:

- Proven ability to create strategic plans and lead the successful execution and embedment of the plans
- Demonstrated ability to communicate and interact positively with a broad range of staff and stakeholders to achieve corporate objectives
- Well-developed and effective oral and written communication skills, with proven experience at an Executive and/or board level
- A good knowledge of standard office and business software applications
- Proven leadership qualities
- A strong team player and collaborative style working across multiple levels of the organisation
- Strong negotiation skills, particularly in managing contracts
- Resilient, agile and tenacious, a leader capable of managing at the highest level
- Energetic and resourceful

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- Strong organisational and planning skills
- Strategic and innovative
- Aptitude for financial analytics will be of critical value
- Ability to develop an extensive network relevant to the areas of responsibility

Physical Demands:

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

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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

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