

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: Operations Administrator
Location: Townsville Airport Pty Ltd
Department: Aviation
Reports to: Operations and Standards Manager
Reporting to this position: Nil

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Position Purpose

To provide administrative support to the Aviation team in a professional and competent manner by facilitating and supporting day-to-day tasks across the aviation business unit. The role includes administration and minor compliance and project related tasks for the aviation department to ensure, as a team, Townsville Airport are meeting all regulatory and best practice requirements.

Position Requirements

Objective 1: Administration Support to the Aviation Department

- Provision of administrative support for the Aviation Team as required and directed by the Operations and Standards Manager.
- Diary management, travel booking, and general administrative support for General Manager Regional Airports.
- Coordinate Aviation Team travel in line with the QAL Travel Policy and guidelines
- Assist in supporting Aviation team in developing and formatting reports including the collation of Aviation Monthly and Quarterly Reports
- Process purchase orders for the Aviation Department using Finance One system as required
- Assist with ordering of consumables along with scheduling and procuring equipment maintenance
- Provide support to reception as required

Objective 2: Aviation Administration Functions

- Document suite and database management
 - Assist with the maintenance of an efficient and clear document management and filing system for the aviation department
 - Assist with the maintenance of Aviation Database registers to ensure mandatory reporting is completed, consistency of reporting, integrity of data, and general grammatical and spelling errors are corrected
 - Monitor the aviation training matrix (calendar) for TAPL staff operating in the airside environment liaising with the Aviation team for updates and record management
 - Support the team in coordination of Monthly Aviation Operations and Compliance meetings and provide secretariat support
 - Assist with coordination of TAPL Safety Management System safety data ensuring data is up-to-date and accurate
 - Provide support in the collation and distribution of Project Works Update documents and stakeholder meeting management
 - Coordination and provision of wildlife hazard management documentation and wildlife SITREP documentation
 - Coordinate Operations inputs to the Aviation Online Reporting Systems
- Operations functions:
 - Assist in aviation system testing and auditing functions
 - Support aviation team in preparing for regulatory audits
 - Support aviation team in the response activities in an event of an emergency
 - Support aviation team in the recovery and reporting of an emergency or incident

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- Assist in the planning and execution of emergency exercises
- Issuance of licences, permits and access devices:
 - All passes, cards, keys, airport access, alarms and other identifiable material issued, recorded, received and documented effectively and efficiently in accordance with TAPL requirements
 - Provide support and data entry in the coordination of Authority to Driver Airside permit issuance
 - Coordinate annual issuance of Authority to Use Airside Permits for all vehicles and ensure this is completed in a timely manner
 - Assist QAL ASIC issuing body by undertaking the roles and responsibilities of an ASIC issuing agent
 - Ensuring that the information recorded in databases related to licenses, permits, and devices issued by TAPL is accurate and up to date.

Objective 3: Provision of secretariat support

- Coordinate and provide secretariat support for various meetings, including but not limited to: Community Aviation Consultation Group (CACG), Aviation Committee Meetings, Emergency Committee Meetings, and other meetings.
- Preparation of agendas, recording and distribution of minutes within expected timeframes
- Proactive coordination and update of meeting action items
- Coordinate and collaborate with external CACG stakeholders while upholding the QAL values
- Acts as coordinator and single point of contact for all external stakeholders regarding TAPL aviation committees
- Booking venues and set up of rooms for meetings

Objective 4: 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 5: 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
- 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

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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:

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

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Key Stakeholders

Internal: Executive, Senior Management and employees at all levels across the entire the QAL Group.

External: Airlines and ground handling companies, travelling public, Government regulatory bodies, AFP, Border Protection Agencies, commercial tenants, precinct partners, and contractors

Key Capabilities Required to Perform Role

Educational Qualifications:

- Secretarial/administration studies (e.g., school, college, TAFE)
- Certificate III in Aviation (Aerodrome Operations) (desirable)

Professional Experience:

- Experience working in a highly regulated environment.
- Working knowledge of the Airport Operating environment (preferred)

Specific Job Knowledge, Skills and Abilities:

- Proficient in Microsoft office and ability to quickly pick up new systems
- Excellent written and verbal skills including strong report writing skills
- Good organisational, time, task and priority management skills
- Good problem solving, decision making and negotiation skills
- Good internal and external stakeholder management skills
- Hold a current QLD driver's licence
- Be able to obtain Security Clearance for an ASIC
- Be able to obtain to meet the requirements to hold an Authority to Drive Airside
- Meet requirements of the QAL Drug and Alcohol Management Plan

Physical Demands:

- Must be able to stand and exert well-paced mobility for duration of shift
- Must be able to bend, squat, stretch and lift to fulfil tasks

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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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