

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: Airport Services Manager

Location: Mount Isa Airport

Department: Aviation

Reports to: Regional General Manager Airports

Reporting to this position: Aviation Regulatory and Compliance Officer
Airport Operations Supervisor

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Position Purpose

The Airport Services Manager is responsible for the operational management and compliance of Mount Isa Airport and leadership of Mount Isa Airport Operations team. This position is also responsible for providing excellent customer experience to all airport stakeholders including the public, the community, tenants and external agencies along with achieving financial and operational outcomes as determined by the Mount Isa Airport Business Plan.

Position Requirements

Objective 1: Airport Experience

- Commit to ongoing proactive customer engagement to enhance satisfaction across the airport stakeholder community.
- Drive customer experience and accessibility initiatives to improve the passenger experience within the airport precinct.
- Regularly engage with community groups and external stakeholders to promote the airport and drive support for airport business.
- In consultation with Manager utilise customer survey data to identify and improve airport experience.

Objective 2: Business Management

- Under direction of and in consultation with Manager deliver operational, financial, social and environmental targets and outcomes established for each financial year
- Commit to ongoing proactive regulatory and legislative compliance with a particular emphasis on aviation safety and security. Ensure compliance with the provisions of the airport lease
- In consultation with Manager implement QAL Risk Management strategies and procedures at Mount Isa Airport
- Provision of accurate data on agreed criteria with Manager to enable monthly reporting of key business activities
- As directed and in consultation with Manager, implement effective integration of all Queensland Airports Limited and Mount Isa Airport systems and procedures
- Identify requirement for, and assisted by Manager, recruit staff to meet operational requirements of the airport and induct and integrate skilled and motivated employees as determined by QAL HR policies
- Communicate company and corporate policy, procedures, initiatives and other messages effectively to staff and key stakeholders on airport and in the local community
- Support Aerodrome Reporting Officer team by filling shift shortages, leave coverage and fatigue breaks as required.

Objective 3: Community Stakeholder Engagement

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- Develop and maintain strong, positive and mutual beneficial relationships with key external stakeholder.
- In consultation with Manager implement engagement strategy to enhance positive business reputation.

Objective 4: Auditing of Systems, Programs and Manuals

- Conduct regular audits of procedures and manuals to ensure compliance requirements are maintained.
- Develop action response plans for regulator conducted audit findings.
- Ensure actions from audits are updated with progress or completed information

Objective 5: Financial

- Identify and communicate to Manager strategies to improve profitability of the airports assets
- In association with Manager, implement systematic and effective cost control processes for both capital development and operation of the airports airside and landside facilities
- Continually maintain up-to-date knowledge of best practice in innovation and cost-effective provision of airport services (services provided by QAL and services received by other agencies)

Objective 6: Management and Leadership

- Ensure employee and contractors deliver superior and cost-effective airport services in accordance with all regulatory compliance requirements and QAL project delivery.
- Demonstrate leadership practices (e.g. promote teamwork, encourage consultation, communication, role modelling, continuous improvement)
- Monitor direct reports performance and outcomes against agreed goals/targets

Objective 7: Reporting

- Prepare regular status reports on tasks and projects in progress.
- Complete weekly, monthly, half yearly, and yearly reports where applicable
- Accurately report aviation statistics in a timely manner.
- Ensure all employee training documentation maintained and all records up to date.
- Organise training for employees where required and maintain all employee training records.
- Ensure all reporting of relevant information to regulators is completed within relevant regulatory time frame

Objective 8: Project Participation / Innovation / Continuous Improvement

- Build strong working relationships with internal and external stakeholders

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- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site

Objective 9: 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.

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

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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:

Senior Manager

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Demonstrate proactive, positive involvement as part of the team
- Provide clear expectations through setting individual and team goals
- Give regular feedback and recognition to employees for high performance
- Maximise development, performance, engagement and retention of team
- Communicate regularly to the team on what is going on in the business
- Display inclusive leadership and leverage the diverse mix of the team's strengths and talents
- Lead the delivery of business strategy and projects
- Manage the budget and required financial requirements
- Ensure compliance and all regulatory obligations are met by the team
- Promote innovation, teamwork and cross company exchange of ideas for shareholder value i.e. revenue & customer excellence
- Support the delivery of ESG

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors, Consultants, Stakeholders and the Community

Key Capabilities Required to Perform Position

Educational Qualifications:

- Relevant tertiary qualifications or industry experience

Professional Experience:

- Minimum 3 years' experience in similar role

Specific Job Knowledge, Skills and Abilities:

- A knowledge of the Transport of Security Programs, ATSA 2004 & ATSR 2005
- A knowledge of CASA regulatory requirements in an airport environment
- Financial management experience in a medium commercial environment
- Risk management experience in a medium commercial environment
- Experience in managing a team
- Excellent leadership and interpersonal skills
- Excellent written and verbal skills (e.g. reports, PowerPoint presentations)
- Excellent problem solving, decision making and negotiation skills
- Excellent organisational, time, task and priority management
- Strong computer literacy (Microsoft suite, email, internet)

Certificates:

- Current Driver's License
- Authority to Drive Airside category 4N

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- Radio Operators Certificate of Proficiency
- Firearms License Cat A, B
- Aircraft Radio Operators Certificate of Proficiency
- Cert 3 Aviation (Airport Operations)

Physical Demands:

- Must be able to perform 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 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

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