

Gold Coast Airport Pty Ltd Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar 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: Manager Operations Interface

Location: Gold Coast Airport (GCA)

Department: Operations and Service Delivery

Reports to: General Manager Operations and Service Delivery

Reporting to this position: Nil

Position Purpose

With significant capital projects underway, the Manager Operations Interface holds a critical role as the interface between the Capital Project teams and Operations to ensure a seamless customer experience and operations during project delivery phases. This role will design, develop and deliver on business improvements and operational readiness activities from inception through to Go-Live across terminal and airfield projects.

Job Role Requirements

Objective 1: Operations Interface

- Deliver an efficient and effective project interface to ensure operations and customer experience are managed to align with the Gold Coast Airport corporate values
- Ensure the Airport's facilities remains compliant, fit for purpose and are always operationally capable of facilitating aircraft in a safe, secure, reliable, and efficient manner consistent with acceptable levels of service
- Provide high level operational input and insight into project planning and delivery to ensure minimal disruption and required airline performance, customer experience and business outcomes are facilitated during construction activities
- Provide input to Capital Projects such that the airports and facilities are expanded in an effective, efficient and cost-effective manner to accommodate passenger growth and exploit commercial opportunities

Objective 2: Operational Readiness Activation and Transition (ORAT)

- Lead the ORAT project for the Operations and Service Delivery team as part of the Terminal Expansion to ensure the facility and team are appropriately prepared to operate the expanded facilities
- Ownership, maintenance and delivery of the Concept of Operations (ConOps) document
- Provide high level operational input and insight into core ORAT elements such as transition planning, trials and proving plans along with familiarisation, induction and training
- Manage and proactively monitor the Operations and Service Delivery ORAT programme
- Ensure regulatory compliance requirements are planned for, tracked and executed as part of the ORAT project
- Support the Operations and Service Delivery team to ensure ORAT inputs are delivered on time and at a high quality
- Deliver and execute a strategy for stakeholder management and communication as part of the ORAT project across the multiple components of the Terminal Expansion
- Develop strong proactive working relationships with airport stakeholders to deliver an effective, efficient ORAT process that meets corporate objectives
- Work with General Manager Operations & Service Delivery and other employees in the development and delivery of high impact presentations to a range of potential audiences demonstrating the operational capability of GCA, its growth potential and positive socio-economic impact on the destination it serves

Objective 3: Management, Leadership and Continuous Improvement

- Lead and provide input to the team by demonstrating quality leadership practices that promote a positive culture and encourages teamwork, open communication and delivers continuous improvement

- Communicate company and corporate policy, procedures, initiatives, and other messages effectively to employees and key stakeholders on the airport and in the community
- Act as role model for QAL values, adhere to Company Policies and Procedures and play a proactive role in the wider QAL leadership group
- Seek to continuously improve processes and build strong working relationships with internal and external customers
- Support the airfield and security teams to ensure Work Safety Officer and Aviation Protection Officer resourcing is adequate to support the Capital Projects

Objective 4: Legislative Compliance

- Ensure compliance to all government mandated legislative and regulatory requirements with an emphasis on fire and life safety, airport safety and airport security regulations
- Ensure the implementation and maintenance of a comprehensive risk management system across the various Capital Projects
- Ensure the effective integration of required aviation regulatory systems and procedures into the Capital Projects
- Chair and manage activity and output of the internal and stakeholder Operational Continuity Meeting

In addition:

- Take reasonable care for your health and safety and that of others
- 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
- Represent QAL on key committees as required

Individual Behaviour Expectations

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

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Innovation

- We think differently
- We are creative
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example
- Safety and social responsibility are priorities

Integrity

- We value honesty, respect and fairness
- We do what we say
- We act in the best interests

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Excellence

- We have high performance standards
- We add value and deliver quality
- We embrace change and deliver outcomes

Key Stakeholders

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

External: Government regulatory bodies, AFP, Border Protection Agencies, airlines, ground handling companies, commercial tenants, precinct partners, contractors and other stakeholder including local community and tourism groups.

Key Capabilities Required to Perform Role

Educational Qualifications:

- Tertiary qualifications in a business, financial, Aviation or engineering related discipline or significant industry experience
- Certificate IV Training & Assessment (desirable)

Professional Experience:

- Experience in managing large complex dynamic operations
- Experience in the fields of airport operational management
- Planning and strategic management experience in a large operational environment

Specific Job Knowledge, Skills and Abilities:

- Proven leadership qualities
- Well-developed and effective oral and written communication skills
- A good knowledge of standard office and business software applications
- An in depth understanding of the airport/aviation industries
- Strong negotiation skills, particularly in closing commercial contracts
- A strong team player
- Superior problem solving, decision making and organisational management skills
- Demonstrated experience building relationships across diverse stakeholder groups

Physical Demands:

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

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