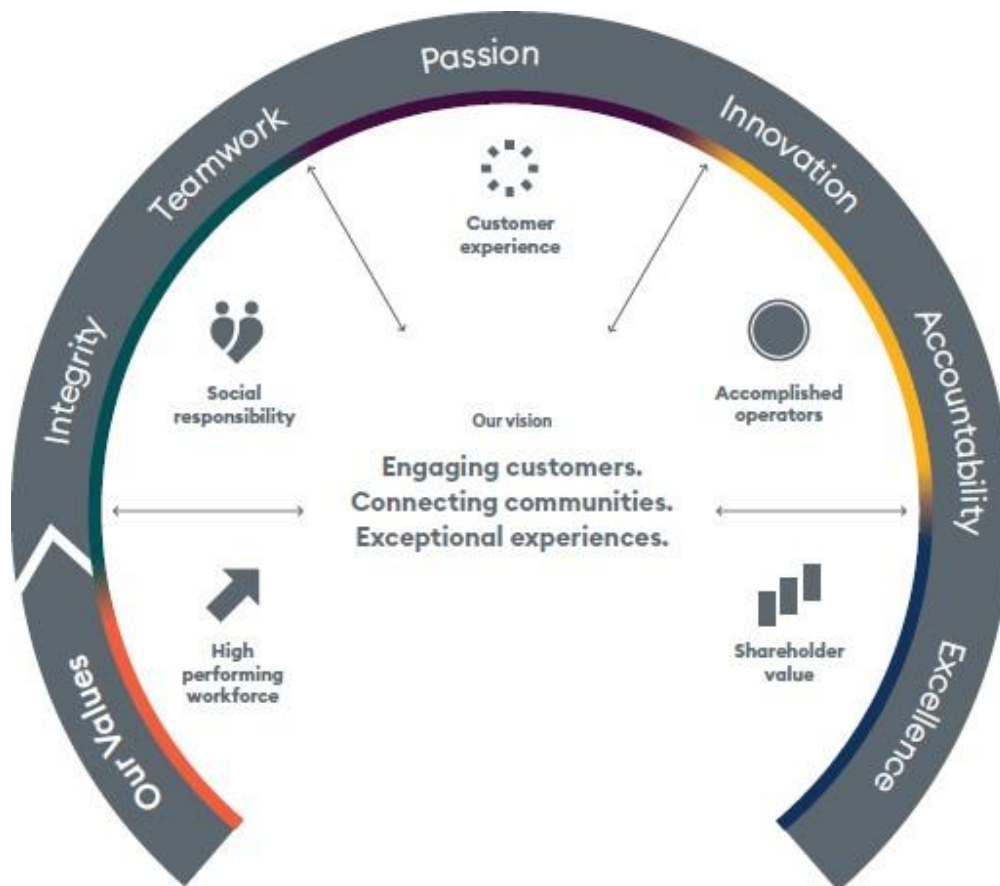


## Queensland Airports Limited

### Role Description



**Position Title:** Airport Services Manager

**Location:** Mount Isa Airport

**Department:** Aviation

**Reports to:** General Manager – Aviation

**Reporting to this position:** Administration and Compliance Officer  
Airport Operations Coordinator

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**Position Purpose:**

The Airport Services Manager is responsible for the 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.

## Job Role Requirements

### Objective 1: Airport Experience

- Commit to ongoing proactive customer engagement to enhance satisfaction across the airport stakeholder community.
- In consultation with the Regional Airports Customer Experience Manager implement customer experience enhancement initiatives inline with the Customer Hospitality Engagement and Enhancement Revenue Strategy (CHEERS).
- 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

- 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.
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#### **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 7: Project Participation / Innovation / Continuous Improvement**

- Seek to continuously improve processes and build strong working relationships with internal and external customers

### Objective 8: 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
- Additional tasks / duties will be dependent on the role

### 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
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**Key Stakeholders**

*Internal:* Employees and management at all levels

*External:* Contractors, Consultants, Stakeholders and the Community

**Key Capabilities Required to Perform Role**

*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 Drivers Licence
- Authority to Drive Airside category 4N
- Radio Operators Certificate of Proficiency
- Firearms Licence Cat A, B
- Aircraft Radio Operators Certificate of Proficiency
- Cert 3 Aviation (Airport Operations)

**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 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

Approved by Line Manager (Signature and Date)		
Reviewed by P and C (Signature and Date)		
Version:		Date: