

Position Description

Job Title: Manager Airport Operations **Designation:** Permanent
Work Unit: Operations **Position number:** D5100
Direct Reports: Six **Responsible to:** Operations Director

Primary Objective

Provide leadership for the airside and terminal operational function at Darwin International Airport.

Develop a culture that delivers continuous improvement in safety, customer service and ensures compliance with CASA and corporate safety requirements

Ensure that passenger processes are improved through efficient operations and ensuring safe, effective and timely airport operations (airfield and terminal) in compliance with operational and regulatory requirements.

Key Responsibilities

- Develop an airport operations team culture focused on customer service, safety, security and continuous improvement.
- Manage internal and external stakeholder relationships, including coordinating airside activities under the Joint User Deed with the Department of Defence.
- Optimize the use of existing facilities to ensure delivery to customers on the day whilst also identifying improvements in processes and future capacity requirements
- Embed a culture of zero tolerance for accidents and incidents.
- Continually identify ways to increase profitability, e.g. minimize operational costs and enable efficient and timely expenditure of capital funds.
- Ensure procedures and requirements are implemented for airside and terminal operations in accordance with legislated requirements, SOP and Aerodrome Operations Manual.
- Ensure that procedures and programs for managing aerodrome operational risks in relation to aviation safety, security, environmental compliance and employee health and safety are developed and implemented to deliver minimal aviation incidents or accidents attributed to airport facilities or procedures.
- Manage the interface between the project delivery team, the operations team and customers to ensure successful completion of aeronautical projects in line with budget, customer requirements, regulatory requirements and legislation.

- Provide operational input into airport development groups to ensure that adequate consideration is given to aviation safety, risk or impact to future operation of the airfield or terminal facilities.
- Provide operational expertise and support to Alice Springs Airport operational staff, in line with company objectives.
- As a member of the Management team, provide operational input into the direction of the company, ensuring that the direction of the company maintains operational direction in line with master planning and strategic objectives.
- Embed a culture that practices management by information and delivers against KPI's to ensure that operational objectives are met.

Selection Criteria

Essential

1. Demonstrated extensive knowledge of CASA and DITRD LG regulations and relevant Australian aviation legislation pertaining to aerodromes.
2. Demonstrated skill in leading a dynamic team and driving operational compliance.
3. Demonstrated understanding and implementation of change management principles.
4. Understanding of Safety Management principles.
5. Meet the standards of a Reporting Officer as outlined by Civil Aviation Safety Authority.
6. High level of Computer literacy, including the use of Microsoft Packages.
7. Tertiary qualification covering Airport Operations and/or Planning or demonstrated experience.
8. Current NT driver's licence or ability to obtain a licence.
9. Hold or obtain an Airside Driving Licence Category IV.
10. Eligibility to hold an Aviation Security Identification Card and pass an Australian Federal Police Check.
11. Proven ability to manage a significant budget.

Desirable

1. Certificate IV in Training and Assessment.
2. Employee Firearm licence.

Key Performance Indicators

- Satisfy CASA compliance during Annual Audit. Nil Requests for Corrective Actions.
- Deliver key target areas in line with the Operational Balanced Scorecard
- Deliver Customer service improvements through implementation of the Service Improvement Plan and staff development.

- Continuously identify ways to improve implementation of operational processes.
- Continually identify and implement ways to provide cost savings/benefits to the Operations Department through more efficient processes.
- Provide quarterly Operational board reports.
- Conduct monthly safety observation reports.
- Demonstrated improvement in corporate safety culture amongst the Operations Team.
- Continually identify ways to foster constructive relationships with internal and external stakeholders.