Queensland Airports Limited

Role Description

Position Title: Airside Operations Supervisor
Location: Gold Coast
Department: Aviation
Reports to: Manager Operations & Standards
Reporting to this position: Aerodrome Reporting Officers (ARO’s)

Position Purpose:
To ensure safe, efficient and accomplished airside operations are maintained to a high standard, through provision of high level support to management and projects, technical guidance, compliance monitoring, supervision of safety critical operations personnel and maintenance of effective stakeholder relationships.

Corporate Vision, Mission and Strategic Direction

Vision
Engaging customer, connecting communities, exceptional experiences

Our Mission
To be the best regional airport owner and operator in Australia

Strategic Pillars

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.
Objective 1: Aerodrome Operations

- Ensure the effective and compliant application and maintenance of aerodrome operations and security standards in line with regulations.
- Ensure a safe airside environment through effective oversight of technical aerodrome operational elements including infrastructure serviceability, wildlife management, airspace protection, apron and movement area standards.
- Ensure aerodrome serviceability inspections are conducted in accordance with industry standards and to a high level.
- Effective oversight of wildlife management activities and related duties of airport personnel and contractors.
- Oversee the application of the wildlife management contract and effectively liaise with Avisure personnel.
- Manage the Wildlife Hazard Management Plan, associated registers and reports.
- Complete and distribute the monthly wildlife report.
- Monitor, report and investigate operational hazards and incidents.
- Monitor and amend relevant online compliance registers.
- Ensure and enforce compliance with Airside Vehicle Control Handbook.
- Assist with completion of the Aviation department monthly report.
- Prepare and amend Method of Working Plans (MOWPs) in accordance with regulations and in consultation with the Manager Operations & Standards.
- Ensure aerodrome works are conducted in accordance with regulations.
- Engage with contractors to ensure the scheduled and reactive provision of facility maintenance and support services including though not limited to: runway friction testing and rubber removal, approach surveys, technical inspections and vegetation management for the purpose of airspace protection.
- Assist preparation for and response to operational audits and inspections.
- Raise and oversee aerodrome NOTAMS.
- Monitor and amend AIP information.

Objective 2: Aerodrome Reporting Officer Team Supervision

- Effective leadership and oversight of the daily and strategic activities of the ARO team.
- Ensure ARO’s are appropriately skilled and trained in accordance with regulation and industry standards.
- Ensure sufficient and compliant ARO coverage through effective management of the ARO roster.
- Schedule and maintain regular work periods operating from the ARO office.
- Maintain and chair scheduled bi-monthly ARO team meetings.

Objective 3: Management and Project Support

- Support the Manager Operations & Standards with daily and strategic operational and administrative tasks.
- Monitor all SMS related systems and procedures and act where required.
- Assist the Manager Risk & Regulatory Compliance with the ongoing development and compliance maintenance of operational control manuals, procedures and systems.
- Ensure operational activities, training and procurement are completed within budget.
- Liaise effectively with QAL Property & Infrastructure team and contractors to ensure project works are delivered to standard with minimal effect to operations.

Objective 4: Stakeholder Engagement

- Monitor airport tenants and stakeholder activities to ensure they are conducted to regulatory standards and assist with direction where required.
- Maintain effective working relationships with stakeholders via regular contact and by addressing raised concerns.
- Actively contribute to committees and address action items.
- Promote and maintain effective working relationships between stakeholders and ARO’s.
- Actively participate in aerodrome emergency response exercises.

Objective 5: Project Participation / Innovation / Continuous Improvement

- Ensure positive and proactive involvement as a member of the Aviation team.
- Adhere to and support the continuous improvement and development of all elements of the Gold Coast Airport Safety Management System (SMS).
- Display timely and effective management and ongoing innovation when dealing with the ARO team.
- Seek to continuously improve processes and build strong working relationships with internal personnel and external stakeholders.
Objective 6: 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.
Individual Behaviour Expectations

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

**Teamwork**

- Accepts responsibility
- Works collaboratively
- Effectively communicates
- Values diversity

**Innovation**

- Challenge the status quo
- We do things differently
- Confidence to put forward and test innovative ideas
- Embraces challenges

**Accountability**

- Takes responsibility
- Ethical
- Minimal supervision
- Accountable for own standards of work

**Leadership**

- Clear vision
- We are empowered
- Treat each other equally

**Integrity**

- Trustworthy
- Acts with honesty and sincerity
- Demonstrates fairness
- Ethical in our dealings
- Act in the best interest of our stakeholders
- Act on promises
- Does the right thing

**Passion**

- Displays positive energy, optimistic
- Inspires others
- Love what you do
- Actively enhances competencies and capabilities through technical and professional development

**Excellence**

- Strive to be the best
- Challenge ourselves
- Exceed expectations
Key Stakeholders

Internal: Employees and management at all levels

External: Airservices Australia, regulators including Civil Aviation Safety Authority, Office of Transport Security, airlines, ground handling agents, emergency response agencies, aviation industry representatives, airport tenants and operators, contractors, federal, state and local government representatives and the community.

Key Capabilities Required to Perform Role

Educational Qualifications:
- Certificate III Aviation (Aerodrome Ground Operations)
- Relevant tertiary qualifications (desirable)
- Certificate IV Training & Assessment (desirable)

Professional Experience:
- Minimum 2 years’ experience in airport operations, ground handling or related fields
- Experience operating in a highly regulated environment
- Experience administering and/or developing training in a relevant role
- Experience applying operational, security and emergency procedures
- Experience in safe use of firearms

Specific Job Knowledge, Skills and Abilities:
- Understanding of the CASA Manual of Standards (MOS) Part 139 and Civil Aviation Safety Regulations (CASR)
- Understanding of aerodrome airspace protection procedures and regulations
- Ability to perform Aerodrome Reporting Officer duties when required
- Effective problem solving, negotiation and decision making skills
- Good written and verbal communication skills
- Good organisational, time, task, planning and priority management skills
- Effective computer literacy and experience with Microsoft Office suite
- Experience utilising electronic compliance, filing and reporting systems

Certificates:
- Ability to hold an Aviation Security Identification Card (ASIC)
- Queensland State Firearms Licence or ability to obtain
- Aeronautical Radio Operators Certificate of Proficiency
- Senior First Aid Certificate (Desirable)

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
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

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