

Position Description

Position	:	Manager Terminal Services
Location	:	Mackay Airport
Department	:	Terminal Services
Reports to	:	General Manager
Status	:	Permanent Full Time
Agreement / Award	:	Salary

Purpose of the role:

To manage, plan and grow the retail, commercial, terminal operations of the Mackay Airport, and to oversee the terminal services team and administration activities. Additionally this role is expected to undertake effective performance management and development projects in the retail and commercial areas of the airport.

Key Result Areas:

- Commercial, retail, carparking and advertising businesses are managed to ensure optimum performance.
- Develop and maintain positive relationships with managers, employees, internal and external stakeholders, media, airlines, tenants, ground transport service providers, government, and emergency representatives.
- Effectively manage terminal operational activities and administrative activities of MAPL.
- Ensure systems, manuals and procedures pertaining to the terminal operations are updated regularly and inline with legislative changes.
- Team rosters, schedules, databases and statistical information is accurate and up to date.
- Commercial Terminal documentation is prepared in a timely manner and associated contracts are managed in order to meet operational, regulatory and budgetary requirements.
- Commercial development projects / negotiations are undertaken effectively and efficiently.
- Contingency plans are implemented to relieve disruption and assist with customer service levels.
- Passenger facilitation and baggage management standards are monitored, reports prepared and recommendations given to minimise customer disruption.
- Terminal and administrative budgets are developed and maintained.
- Terminal emergencies and first aid requirements are responded to promptly.
- Understand and undertake what is expected of me under the DAMP and am compliant.
- Comply with environmental legislation including NQA's environmental policies and procedures.
- Demonstrate and conduct myself in a manner in which I am supporting NQA's Values, Vision and Mission.

Duties and Responsibilities:

- Manage the retail, commercial, carparking and advertising businesses to ensure optimum performance.
- Lead and direct terminal services team and administration / reception staff.
- Manage the operation of terminals, customer service, retail elements of operations, ground transport, passenger facilitation and service issues, ensuring optimum utilisation of terminal assets, facilities and maximised customer service levels.
- Manage and lead the negotiations and preparation of commercial offers, leases, licences and agreements associated with retail, commercial, carparking and advertising businesses to document commercially negotiated outcomes and ensure that documents are reviewed and approved by relevant delegated authorities within MAPL.
- Benchmark retail, commercial, carparking and advertising performance against other airports and comparable off-airport facilities and develop suitable KPI's to measure retail, commercial, carparking and advertising and to ensure adherence to MAPL's airport competitive pricing policy.



- Develop and maintain team rosters, budgets and training programs, in conjunction with Manager Aviation and Manager Assets & Maintenance.
- Lead the formulation, management and control of terminal services budgets, and report on budget variances and operating performance.
- Assist with internal and external stakeholders to coordinate special events and functions within the terminal.
- Monitor car parking, traffic flow, including enforcement and manage customer complaints in relation to car parking (in conjunction with SABAR if applicable).
- Monitor and report on schedule changes, passenger movements and baggage services that may impact on capacity at Mackay Airport.
- Develop, test and maintain contingency procedures to be activated if key common use facilities are unserviceable, to minimise customer disruption.
- Oversee operation and development of CCTV and FIDS systems.
- Manage, monitor and report terminal commercial activities including airport lessee and concessions' performance and identify new terminal commercial opportunities to improve overall passenger facilitation and service standards.
- Work with the project team to accomplish capital projects affecting the terminal and car park.
- Manage, develop and maintain positive relationships with key airline and government agency stakeholders to ensure their service needs are met in a commercially sound and timely manner. Ensure all tenants, stakeholders and other terminal operators are aware of and are compliant with MAPL procedures, Conditions of Use, and applicable legislation.
- Management of evacuation procedures and training for the terminal services team and terminal tenants.
- Actively promote of the need to maintain a safe working environment through compliance with the Safety Management Framework and workplace related health and safety legislation including the CASA compliant Drug and Alcohol Management Plan (DAMP).
- Comply with local, state and federal environmental legislation, report all environmental incidents and work in accordance with NQA's Environmental and Sustainability Policies including the use of Environmental Work Procedures.
- Actively demonstrate and endorse the Values of NQA by showing awareness and respect to our community, company, shareholders and stakeholders.

Knowledge, Qualifications and Experience

Essential

- Tertiary qualifications in a business, financial or related discipline and/or significant industry experience
- Well developed and effective communication skills
- Proven leadership qualities
- A strong team player
- Experience in retail management
- Experience in contract/lease negotiations
- Works well with stakeholders and is an effective communicator
- Shows initiative and lateral thinking to solve problems

Personal Attributes

- Excellent relationship management and interpersonal skills
- Excellent written and verbal skills (eg reports, PowerPoint presentations)
- Excellent organisational, time, task and priority management
- Strong computer literacy (Microsoft suite, email, internet)
- Working knowledge of a security sensitive operational environment
- Aviation / airport experience (desired but not essential)