



**We're  
hiring**

## **INFRASTRUCTURE ADMINISTRATION ASSISTANT (fixed term parental leave contract)**

**Location:** Cairns Airport | **Team:** Infrastructure & Property

### **About Us:**

North Queensland Airports (NQA) Group owns and manages Cairns & Mackay Airports which includes all airside and landside operations, terminals, car parking and associated land holdings. Cairns Airport is one of Australia's leading regional airports, providing air links to a range of domestic and international locations.

It is the gateway to World Heritage Great Barrier Reef and Tropical Rainforests of North Queensland and is just 7 kilometers from the Cairns CBD.

### **The Role**

This role supports the General Manager Infrastructure & Property in the day to day operations, coordinates contractor inductions, maintains systems and processes, and infrastructure administration.

This role has a compliance responsibility and is not limited to just administration functions. As you are one of the first points of contact for contractors prior to commencing work on Airport, you must have a positive manner, and be able to politely and professionally liaise with all our internal and external customers, contractors, staff and stakeholders.

To be successful you must be familiar with maintaining systems and processes, have experience with online induction systems and apps, site access and site inductions, be able to monitor and track progress of same, generate associated reports, provide training, and general portal management. You will of course still be an active member of our NQA administration team and be required to undertake any day to day administration and finance duties, and diary management to support the General Manager Infrastructure & Property.

Purpose of role:

- Provide executive support to the Head of Infrastructure with professional and well organised administrative, secretarial and office management,
- Contribute to projects, maintenance and other activities within the infrastructure team and other business units,
- Administer infrastructure systems and processes as required.

**Qualifications, skills and experience:**

- Minimum 3 years experience in administrative role,
- Relevant property management/project management/infrastructure experience – highly desirable
- Advanced computer literacy and database management
- Organisational and priority management skills
- Strong interpersonal, relationship, written and verbal communication skills
- Strong teamwork and work autonomously with limited supervision
- Excellent organisational, time, task and priority management skills.

The successful applicant must meet the requirements for obtaining an Aviation Security Identification Card, and is required to pass drug and alcohol testing, and a Federal Police clearance.

This position is a parental leave coverage and is for a **10-month fixed term basis**, from January to October 2024.

The position will be employed on a **permanent full-time** basis; however, **flexible working (part time arrangements)** may be considered for the right applicant. Please outline your preference in your application.

Please refer to the Position Description for full particulars on the role.

*Cairns Airport is committed to achieving a diverse team that reflects the community in which we serve and strongly encourage applications from Aboriginal and Torres Strait Islander people.*

To Apply, or for more information, please email your covering letter and CV to:  
[recruitment@cairnsairport.com.au](mailto:recruitment@cairnsairport.com.au) .

*Cairns Airport is proud to have been awarded Airport of the Year 2023  
This prestigious award is part of a wide-ranging recognition program that showcases  
the outstanding individuals and businesses positively shaping the growth and  
development of Australia's aviation industry.*



## Position Description



<b>Position</b>	<b>Infrastructure Administration Assistant</b>
<b>Location</b>	<b>Cairns Airport</b>
<b>Department</b>	<b>Infrastructure &amp; Property</b>
<b>Reports to</b>	<b>GM – Infrastructure &amp; Property</b>
<b>Number of Reports</b>	<b>Nil</b>
<b>Agreement / Award</b>	<b>Cairns Airport Enterprise Agreement (EBA)</b>

### Purpose of role

- Provide executive support to the Head of Infrastructure with professional and well organised administrative, secretarial and office management.
- Contribute to projects, maintenance and other activities within the Infrastructure team and other business units.
- Administer infrastructure systems and processes as required.

### Characteristics of role

- Work under routine direction from supervisor and continue to develop skills and knowledge appropriate to the work.
- Use initiative to seek assistance from senior employees as required.
- Adhere to established procedures, methods and guidelines.
- Perform tasks or activities of increasing complexity using knowledge, judgement and work organisational skills.
- May be required to assist other employees with the team and the broader business units.
- Exercise initiative in the application of established work procedures.
- Effectively execute internal and external liaison and communication activities.
- May be required to co-ordinate a small work team, undertake some complex operational work and may undertake planning and co-ordination of activities within the work area.
- Responsible for organising and planning own work.

### Accountabilities

#### Systems and processes

- Manage contractor administration and induction process using NQA systems including but not limited to "who's on location".
- Implement systems, procedures and controls to ensure accuracy and timeliness of information within the workplace and that there are no breaches of confidentiality.
- Provide support during the implementation and ongoing administration of the computerised maintenance management system (MEX).
- Provide support to the infrastructure team in the use of finance systems and process (including but limited to Coupa, SAP).
- Develop and maintain office and administrative systems (including electronic filing system, SharePoint).
- Manage physical and electronic filing systems ensuring documentation and reporting is kept in line with legislation and auditing processes.
- Provide assistance as relief Maintenance Planner as required.

## Position Description



### Reporting

- Assist in the preparation of reports, presentations and board papers
- Assist in the preparation and/or monitor CAPEX approvals to ensure they are prepared in accordance with the Capex process.
- Assist in the preparation and/or monitor Cost Reports and approvals to ensure they are prepared in accordance with correct protocol and processes.

### Administrative Support

- Actively contribute to the Infrastructure team with a particular focus undertaking high attention to detail administrative support to the Managers as required.
- Document control for the infrastructure team.
- Provide quality administration support including preparation, collation, tracking and recording of documentation, ensuring accountability for documentation from start to finish.
- Develop and manage a task sheet to track progress and dates of each document for Cairns Airport internal processes.
- Be accountable for generating final sign offs of documentation with Cairns airport routing slip process and returning documents to relevant parties.
- Be the single point of contact for Finance in the set-up of new contracts agreements in line with executed documentation.
- Manage project invoicing in line with contractual agreements and coding in line with CA procedures.
- Manage the processing of expenditure including contracts, payments, and coding.
- Coordinate meetings including but not limited to diarising invites, booking meeting rooms, setting up technology (PC, Zoom) and arranging catering.
- Manage the formal Cairns Airport Induction processes with Contractors when requested.
- Actively contribute to the NQA Administration Team, and attend meetings as required.
- Work collaboratively with the PA to the CEO to support company professional support requirements
- Provide assistance to the NQA Administration Team, including phone duties as required.

### Health, Safety, security and Environment

- Actively promote the need to maintain a safe working environment through implementation of the Safety Management system 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.

### Environment, Social & Governance (ESG)

- Ensure resources are consumed responsibly.
- Look for opportunities to minimise negative environmental risk and impacts from our operations.
- Look for opportunities to conserve energy and reduce waste.
- Encourage diversity and inclusion and not knowingly engage with stakeholders that could be complicit in human rights abuses.
- Demonstrate a positive culture of being inclusive, fair and respectful.
- Continually work against bribery, corruption, extortion, money laundering, modern slavery and other financial crime.
- Meet the standards and principles we have committed to uphold, follow all internal processes, controls and procedures adopted to govern NQA.
- Make decisions that comply with the law and meet the needs of our stakeholders.

## Position Description



### Corporate Responsibilities

- Comply with all NQA's policies and procedures.
- To actively demonstrate and endorse the Values of Cairns Airport by showing awareness and respect to our community, company, shareholders and stakeholders.

### Relationship Management

*Internal: NQA Management and employees.*

*External: External agencies, Training providers, Contractors, Tenants, Sponsorship partners, Federal, state and local government bodies, industry associations, Airlines, retailers, airport operators, tourism organisations and operators.*

- Ensure all interactions with internal and external parties are conducted with respect.
- Foster and maintain relationships with NQA.
- Work closely with suppliers to ensure projects are delivered efficiently.
- Participate in industry forums or committees as required and keep executive managers up to date with relevant information.

### Customer service

- Ensure a high level of customer satisfaction is maintained at all times.
- Customer complaints/feedback are dealt with promptly.
- Continually improve services provided to management and employees.
- Extend and measure the customer experience at all levels (internal & external) of our offerings.

### Qualifications, skills and experience

- Min. 3 years' experience in administration role.
- Relevant property management / project management / infrastructure experience.
- Well-developed written and verbal skills (eg. Reports, presentations).
- Strong computer literacy (Microsoft, email, internet).
- High level interpersonal, relationship building and influencing skills.
- Demonstrated problem solving, conflict resolution and negotiation skills.
- Excellent organisational, time, task and priority management.
- Advocate for teamwork, collaboration and customer service.

### Acknowledgement

I \_\_\_\_\_ acknowledge that I have read and understand the above

*Employee Name (Print)*

*position description in its entirety and am capable of performing all of the stated requirements. 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.*

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*