



**We're  
hiring**

## WORKS DELIVERY COORDINATOR

**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:

We have a vacancy for an experienced **Works Delivery Coordinator**. This is a rare and unique opportunity to play an integral role in the NQA Group and to become part of the dynamic company responsible for the management and operations of Cairns and Mackay Airports.

Reporting to the Works Delivery Manager, this role supports the infrastructure and maintenance teams by coordinating maintenance planning and works in line with "best in class" Asset Management principles.

In this role you will be responsible for coordinating the day-to-day activities relating to infrastructure and asset maintenance works. You will ensure all works are recorded through our CMMS system, liaise with internal and external stakeholders and contractors, to coordinate the infrastructure repairs, scheduled works, and maintenance; and ensure completion of these works to our operational assets and infrastructure is carried out within agreed timeframes.

You will be required to coordinate inspections, provide root cause analysis, technical advice, recommendations, on critical asset failures and faults. You will need to have strong computer literacy and be required to assist the WDM with management of period maintenance contracts and tender documentation.

You will promote best practice, continuous improvement, and work as part of the Cairns Airport team, sharing ideas and ways to increase maintenance effectiveness and improve works delivery and operations.

A demonstrated ability to lead by example, and work in accordance with Cairns Airport's safety, security and environmental standards is essential.

The successful applicant must be a team player, have strong influencing skills, contractor management experience, well developed communication and interpersonal skills, effective time management and delegation skills, and be computer literate in Microsoft applications.

### Qualifications, Skills and Experience:

- Diploma, Degree or Trade qualifications (desirable).
- Technical Infrastructure and facility asset maintenance experience as a manager or team leader.



- Financial management experience.
- Excellent verbal and written communication skills.
- Strong computer literacy (Microsoft suite, email, internet, CMMS).
- Broad aviation industry knowledge and working knowledge of security sensitive operational environment (desirable).
- Technical understanding of Building Infrastructure Assets.
- Min. 3 years' experience in Contractor management / coordinator role.
- 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.

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

**Eligibility:**

Due to the nature of this role, to be eligible for an appointment, you must:

- Have unrestricted rights to work in Australia;
- Meet the requirements for obtaining and maintaining an Aviation Security Identification Card. This includes undertaking a pre-employment drug and alcohol screening test and a police background check;
- Have a current driver's license, and the ability to drive Airside.

**Benefits:**

- Work in Beautiful Tropical North Queensland
- Competitive Salary
- Inclusive team environment
- Unique career opportunity
- Free onsite airport car parking for both business and personal use
- Discount on retail F&B and speciality
- Flexible working options
- 2 Wellness Days per year
- Generous leave entitlements including: 3 weeks personal leave, 14 weeks parental leave
- Mental health and well-being initiatives
- Employee Assistance Program (EAP)
- Career and professional development

*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)

Please refer to the Position Description on our website [www.cairnsairport.com.au](http://www.cairnsairport.com.au) for the full requirements relating to Accountabilities, Qualifications Skills and Experience.

***The successful applicant must meet the requirements for obtaining an Aviation Security Identification Card. This includes undertaking a pre-employment drug and alcohol test, and a criminal history check.***

*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>Works Delivery Coordinator</b>
<b>Location</b>	<b>Cairns Airport</b>
<b>Department</b>	<b>Infrastructure &amp; Property</b>
<b>Reports to</b>	<b>Works Delivery Manager</b>
<b>Number of Reports</b>	<b>Nil</b>
<b>Agreement / Award</b>	<b>Cairns Airport Enterprise Agreement (EBA)</b>
<b>Classification</b>	<b>Band 4</b>

### Purpose of role

- Coordinate the planning and delivery of Infrastructure and asset maintenance works, including external contracts and contractors.
- Liaise directly with Works Delivery Manager to ensure all works are undertaken in a safe and timely manner.
- Ensure Assets are compliant to all necessary standards and regulations.

### Characteristics of Role

- Responsible for organising and planning own work under general direction.
- Adhere to generally already established guidelines and work procedures.
- Employee will have relevant qualification or previous experience.
- May be required to supervise various functions within the Infrastructure Department including activities of a complex nature.
- Provide specialist expertise/advice in the relevant discipline.
- Sound knowledge of Contractor management, assets, operational policy or service aspects of the work performed.
- Manage own time, setting priorities, planning and organising own work and that of subordinate employees.
- Set outcomes and develop work methods where general work procedures are not defined.

### Accountabilities Management

- Work as part of the Infrastructure & Property team to share ideas and improve operations.
- Recommend, support and implement continuous improvement activities.
- Consistently promote high standards through personal example.
- Manage contractors to deliver works safely, on time and on budget.
- Ensure all works meet correct standards, regulations and legislation at all times.
- Drive costs awareness to improve efficiently and deliver best value to Cairns Airport.

### Maintenance Planning and Works Management

- Coordinate the daily delivery of Infrastructure and assets planned and reactive maintenance works.
- Coordinate the daily delivery of permitting system. (PERCOW)
- Coordinate asset inspections and maintenance works programs on Cairns Airport, prioritising work on critical assets and scheduled maintenance.
- Provide technical advice and input on plans and other major airport works and root cause analysis on critical assets failures and faults.
- Assist the Works Delivery Manager with management of period maintenance contracts including preparation of tender documentation, supervision, and monitoring of performance against contract

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documentation.

- Manage contractor documentation.
- Increase maintenance effectiveness and improve works delivery.

### **Maintenance & Contractors Coordination**

- Coordinate staff and contractors to ensure efficient deployment and deliver timely completion of works.
- Promote best practice while mentoring and driving customer centricity for stakeholders.
- Implement continuous improvement and modern Asset Management principals, highlighting any deficiencies and recommending changes in training, working practices and processes.
- Ensure all work performed is in accordance with Cairns Airport's Policies and Procedures, Australian Standards, Regulations manufacturer's specifications and guidelines.
- Ensure all works are recorded through business CMMS (MEX).

### **Managing Responsibly**

- Actively promote, report on and maintain a safe working environment through implementation of the Safety Management Framework and workplace related health and safety legislation
- Ensure that all team members and contractors are aware of, understand, support and comply with all applicable laws, policies and procedures relating to:
  - Corporate risk management and legal compliance
  - Drug & Alcohol Management Plan (DAMP)
  - Occupational health and safety (OHS)
  - Equal opportunity and anti-discrimination Security and Environment.
- Ensure that all team members participate in any training identified as required in relation to the above.
- Ensure that all team members are involved in the identification, reporting and management of business risks and workplace incidents (including, but not limited to, those relating to OHS, Security and Environment) and participate as required in any investigation process undertaken relating to an incident.
- Ensure that all teams are fully versed in the company's core growth strategy, vision, mission and values.

### **Reporting**

- Manage & report on CMMS generated KPI reports with Maintenance Planner.
- Uploading & closure of service sheets onto CMMS.
- Undertake Monthly Contractor management meetings with high level contractors.

### **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.
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### **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.

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- 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.

### 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: 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

- Diploma, Degree or Trade qualifications (desirable).
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- Financial management experience.
- Excellent verbal and written communication skills.
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### 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*