



VACANCY

Aerodrome Operations Manager

Location: Cairns | **Team:** Aviation Operations

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 kilometres from the Cairns CBD.

The Role:

We have a vacancy for an experienced **Aerodrome Operations Manager**. 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.

The role of the Aerodrome Operations Manager is to primarily ensure compliance through the management of day-to-day legislative and regulatory obligations. In addition, the role provides leadership and direction to the Aerodrome Operations team and ensure operational efficiency of the aerodrome.

This role, as a subject matter expert, provides high level technical advice in aerodrome compliance and associated matters. It also plays a major part in relationship management and delivering effective communication on Airport. This role proactively works across all relevant industry sectors, participates in industry forums or committees, and updates management with relevant information.

An excellent attitude towards safety is essential. We emphasize that the ability to work in a team environment and be committed to supporting your colleagues, is unique to this role, as well as demonstrating the Values of Cairns Airport.

Qualifications, skills and experience

- Diploma or degree qualifications in Aviation Operations Management or related discipline.
- Min. 5 years' experience in aviation safety management or compliance role relevant to major Airport.
- High level familiarity and understanding of relevant sections of ICAO, CASR's, MOS Part 139.
- Sound knowledge (or the ability to rapidly acquire) safety and security requirements at a major airport and airport emergency procedures.
- Previous experience in leading and mentoring teams in a dynamic operational working environment.
- Ability to take control, accept responsibility and operate calmly in high pressure situations.
- 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.
- Computer literacy, particularly the Microsoft Office Suite.
- Effective written and verbal skills (e.g. reports, PowerPoint presentations).



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

*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



Position	Aerodrome Operations Manager
Location	Cairns Airport
Department	Operations
Reports to	Head of Operations (Cairns)
Number of Reports	Up to 15
Agreement / Award	Cairns Airport Enterprise Agreement (EBA)
Classification	Band 5

Purpose of role

- Ensure Cairns Airport maintains compliance through the management of day-to-day legislative and regulatory obligations.
- Provide leadership and direction to the Aerodrome Operations team and ensure operational efficiency of Cairns Airport aerodrome.
- Provide high level technical advice and support as subject matter expert in aerodrome compliance and associated matters.

Characteristics of role

- Operate under limited supervision and/or direction.
- Influence operational activities or works as required.
- Participate in the establishment of procedures and work procedures.
- Contribute to the management of the team and other business units.
- Assist/prepare budgets and make financial decisions.
- May be required to provide supervision, guidance or expert advice to other employees within the team and the broader business units.
- Set outcomes and manage Aerodrome operations to meet the objectives of CA.
- Apply specialist knowledge based on qualifications, previous training and experience.
- Co-ordinate and take control of projects and programs or provide advice to other business unit projects/activities.
- Manage, develop and motivate direct reports, through effective human resource management practices.

Accountabilities

Leadership and team performance

- Provide active contribution to strategic and operational discussion/decisions and implementation of business strategies and plans.
- Provide strong leadership and manage the Aerodrome Team to deliver operational efficiency and effectiveness.
- Create a team environment that fosters effective working relationships, development and high performance in accordance with our values.
- Communicate and develop strategic and operational advice and direction to internal and external stakeholders, particularly regarding legislative requirements, aerodrome operational matters and aerodrome safety and risk management.
- Ensure that all Aerodrome team are fully versed in the company's strategy, vision, mission and values.
- Assist the Head of Operations (Cairns) to optimise spend, across both Capex & Opex.

Operational performance

- Develop, implement and review the operational plans, manuals and standards for all airside operations for Cairns Airport to ensure on-going compliance with applicable legislation and regulatory requirements (including Civil Aviation Act 1988, Air Navigation Act, Airports Act 1996 and associated regulations). This specifically includes the Aerodrome Manual and Aeronautical Information Publications (AIP - En Route Supplement Australia (ERSA)/Departure & Approach Procedures (DAP) /NOTAM), Type A and other obstacle charts, apron parking layout and other aerodrome charts).
- Ensure best practice methods are utilised for wildlife hazard management at Cairns Airport in accordance with regulated requirements.
- Develop and implement aircraft parking policies in relation to safe distances for jet blast and other operational criteria.
- Collaborate and liaise with key aviation stakeholders (such as CASA, CRC, Airservices Australia, DITRD LG) on various operational issues, including regulator change, development applications and proposals, to ensure the integrity of current and future airport operations.
- Provide specialist technical advice and input into projects and airspace initiatives undertaken by the Airport Infrastructure team as required.
- Manage the airspace assessment process for long term airspace activities (Controlled Activities) as required under the Airports (Protection of Airspace) Regulations; provide expert technical advice to airside stakeholders on aerodrome serviceability (including assessment and calculation of declared runway distances and supplementary take-off distances) and technical support for the introduction of new aircraft types at Cairns Airport.
- Coordinate audit, surveillance and inspection responses where required.
- Lead strategic research and/or benchmarking projects that can contribute to the delivery of improvement in Cairns Airport's operations.

Risk and business continuity

- Identify and ensure appropriate mitigation strategies are employed to effectively address all aerodrome operational issues and risks.
- Support the ongoing develop and implementation of the Incident Management Framework for NQA.
- Ensure all aerodrome incidents and emergencies affecting airport operations are managed within legislative requirements and meet best practice regulatory standards.
- Ensure all incidents are appropriately investigated, with corrective actions identified and followed up.

Analysis and Reporting

- Develop aerodrome reporting, providing analysis and recommendations for enhancement and improvement.
- Ensure operational performance statistics are maintained with trend reports demonstrating a downward trend for all incidents and accidents.

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)
- Ensure that all members of the Team are aware of, understand, support and comply with all applicable laws, policies and procedures.
- Ensure that all team members participate in any training identified as required.
- Ensure 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 WHS, Security and Environment)

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and participate as required in any investigation process undertaken relating to an incident.

- 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

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: CASA, AsA, Cairns Regional Council, airlines, ground handlers, airport stakeholders and tenants.

- Ensure all interactions with internal and external parties are conducted with respect
- Build robust relationships and appreciation of the key drivers of internal CA teams, external stakeholders, local community groups, CRC, AsA and all other agencies, and assist with the delivery of these drivers.
- Establish and maintain working relationships with all parties involved in providing response services and incident response.
- 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

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- Sound knowledge (or the ability to rapidly acquire) safety and security requirements at a major airport and airport emergency procedures.
- Previous experience in leading and mentoring teams in a dynamic operational working environment.

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- Ability to take control, accept responsibility and operate calmly in high pressure situations.
- 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.
- Effective written and verbal skills (e.g. reports, PowerPoint presentations).
- Computer literacy, particularly the Microsoft Office Suite.

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