

## **2020 POSITION DESCRIPTION: Airport Operations Assistant**

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### **1. Position Details**

**Position Name:**

**Position Title:** Airport Operations Assistant

**Employment Shifts (0.8):** 32 hours Sundays and weekdays;

*Applicants hours of availability will be discussed during interview process but work on Sunday and Monday is required and essential.*

### **2. Organisational Reporting Relationship**

**Position Title of Senior Manager:** Chief Executive

**Position reports to:** Operations and Safety Manager

### **3. Primary Purpose of Position**

- Reporting directly to the Operations and Safety Manager, the purpose of this position is to ensure the Marlborough Airport terminal, aircraft movement areas, buildings, infrastructure, equipment and environment is safe and operational and,
- When on duty, MAL Operations staff are immediately available to ensure the smooth, pleasant and safe operation of the airlines and their customers helping to provide an exceptional customer experience during the promulgated hours of Air Transport Operations. This also includes supporting Airways and RFS and is managed through the use of safety inspections, servicing schedules and daily aircraft movement area inspections and security patrols which are recorded.
- The position has a strong focus on operational efficiency and strict compliance with MAL SMS, the relevant regulations and codes of practice. Some significant safety inspections, checks and tests require the supervision and coordination of specialist contractors.
- This position also has responsibility for the smooth and uninterrupted vehicle traffic management including car parking drop off areas, parking access and availability and the maintenance of ABACUS parking and payment control systems.
- Flexibility and adaptability is essential and the position will require Sunday and Stat holiday and leave coverage. Possibly be required for out of hours call out in the case of an airport emergency and will assist the Operations and Safety Manager where and when required.
- A born problem solver with excellent listening skills who will while in the performance of this job put safety, public protection and security awareness at the forefront of all of the decision making in everything we do.

## 4. Position Objectives and Key Performance Indicators

### Safety Management Systems (SMS), Health & Safety and Aviation Risk Management

- Assist with the control and implementation of the SMS requirements
- Assist with the safety inspections, hazard identification and risk management.
- Assist with the continual improvement and internal audits of the SMS.
- Ensure airfield and apron vehicle access managed and maintained
- Participate in the SMS training
- Help develop a good airport wide safety reporting culture
- Develop and Use controls to reduce aviation risk
- Very good computer and system operating skills

### Airside Operations

- Understand and operate within the MAL exposition documentation. (SMS and SOPs)
- Assist Operations and Safety Manager with safety inspections and security patrols of the aircraft movement areas including checking FOD control, wildlife control and daily runway safety and lighting inspections as required.
- Assist the Operations and Safety Manager with Security requirements such as AVSEC ID inspection, airside access and vehicle access controls and provide administration support and training for the issue of CAT 1 & 2 Airside Drivers Permits.
- Airside Contractor Support: Coordinate all activities of MAL contractors performing maintenance and inspections on our behalf. Ensure site specific safety plans are approved and followed. Provide Safety Officer support if required. Sign in and out all contractors and ensure their work has been recorded correctly and is thorough and complete.
- General maintenance would benefit from solid technical skills

### Traffic Management & Parking

- Ensure the parking equipment – controller, barrier arms, and payment machines are serviced and faults quickly address and the system remains operational;
- Manage the office phone systems (Call Care) to ensure availability to assist customer's calls with faulty tickets, parking access and payment problems at all times during your shift. Record all parking incidents.
- Open and close the overflow parking briefly when volume requires.
- As required during very busy periods supervise the entrance road and manage front of terminal parking set down areas including Buses, Taxis and Shuttles to ensure safe and efficient public access to the terminal.
- In consultation with the Operations and Safety Manager attached parking infringement notices and manually produced parking ticket for vehicles parked all day in the 15-minute parking or tailgaters unlawfully following cars out of the carpark and parking in rental car areas.
- Ensure baggage trolleys are returned on an as required basis

### Assist the Facilities Manager (as required)

- Ensure all building and infrastructure inspections, tests and checks are recorded, up to date and in compliance.
- Inspection and maintenance of all security fences, gates and doors
- Schedule the use of the airport meeting rooms (1&2) including bookings, charge forms, room set-up and spot cleaning between OCS scheduled cleans.
- Supervise contractors to ensure the terminal and toilets are maintained in a clean and presentable condition at all times. Spot cleaning high touch areas (Covid-19 mitigation) between intervals when necessary. Participate in cleaning audits as required.

### **Environmental Control and Sustainability**

- Ensure best practice waste management and recycling systems and procedures, monitoring empty frequencies to ensure they are set correctly to produce a clean and safe environment.
- Monitor Terminal lighting, temperatures and ventilation flow to ensure plant and equipment is operating at its optimal levels.
- Coordinate and monitor the contractual RNZAF/PAE airfield mowing and weed control performance.
- Additional bird scaring activities are carried out as they are required.

### **Public Safety and Security**

- Complete and keep current with MAL Security Awareness training and AvSec regulatory requirements.
- Understand and follow the procedure for bags left unattended in the terminal.
- Contribute to the security training programme, ensure all first-time visitors and contractors have received their Safety and Security briefing and read the handbook during sign in process.
- Carry out a minimum of three random security and safety patrols each shift.
- Ensure Marlborough Airport's **security** requirements are met at all times. Identify any hazards or risks to security that are present and record and report all hazards, issues or incidents to the Operations Manager.
- Ensure Marlborough Airports **safety** requirements are met at all times. Identify any hazards or risks to safety that are present and record and report all hazards, issues, accidents or incidents to the Operations Manager.
- Ensure all airside personnel are externally displaying their AvSec Airport Identification and are issued the appropriate Cardex access.

### **Team Fit, Cooperation and Culture**

- Customer and team focused consistent with the Airport Company's emphasis on a positive customer experience and a safe and friendly work environment will be maintained at all times.
- This position is part of a small team employing a collaborative and flexible approach to achieve constant improvement and better individual performance.
- Excellent personal qualities are required to maintain a close working relationship with all airport staff and stakeholders.

### **Other Duties**

- Carry out any other duties as required to ensure safe and efficient operation of the airport in accordance with the CAA Rule Part 139.
- Carry out any lawful instructions from either your Manager or the CE Marlborough Airport Limited.

## **5. Essential Knowledge, Skills, and Personal Qualities**

### **Knowledge. Skills and experience**

Proven track record in a technical and regulated organisation, carrying out and recording significant safety related activities. (an aviation environment or similar would be an advantage)

Ability to use computer s - Microsoft word and excel

**Work Quality and Compliance**

Full training and induction will be provided however, a well-developed knowledge of maintenance and inspection requirements. Right first time – every time. Responsible and dedicated behaviours.

**Good Decision Making and Dependability**

Understands the need for public confidence, safety and security.

Understands the need for the airport to be financially sustainable and able to work within a budget.

Understands the need to be on time, reliable and dependable.

**Trustworthy**

Clean Criminal Justice record and Land Transport Infringement record. Clean and current driver's licence.

**Self-Motivated**

Ability to work independently, efficiently, and willing to stretch to meet important deadlines and able to deal with changing priorities.

**IT / Technical Skills**

Moderate ability with Microsoft Office including use of Word and Excel.

Confident work around facility automated control systems and to service automated parking systems.

**Communication and Listening Skills**

Listens and understands instructions, relays information clearly. Good written and oral skills.

Proven customer service skills.

Develops healthy relationships with and relates well to other staff and airport users.

**Time Management Skills / Health & Wellbeing**

Demonstrated planning and organisation skills. Flexible and able to prioritise tasks in a dynamic changing environment.

Takes control of own health - nutrition, relaxation, sleep, and employees stress management strategies.

**Desirable**

Worked in a safety and security sensitive environment.