



Head of Digital

About Brisbane Airport Corporation

Brisbane Airport Corporation Pty Limited (BAC) is a proud, private, un-listed Queensland company, the operator of Brisbane Airport (BNE), which employs thousands of Queenslanders and creates economic opportunities for the state and city of Brisbane equating to more than \$4 billion annually.

Operating 24 hours a day, seven days a week, BNE has two major Terminals accommodating 33 airlines flying to 83 domestic and international destinations. It is a suburb in its own right, the largest capital city airport in Australia by land size (2,700 hectares) and the third-largest airport in Australia by passenger numbers with more than 23.4 million passengers travelling through the airport in FY18.

More than 425 businesses are located at BNE, servicing a diverse range of industries offering services such as freight and aircraft handling, warehousing, transport and communications, manufacturing, research, property and infrastructure development, education and training, recreation, tourism, accommodation, leisure and retail. Collectively these businesses employ nearly 24,000 people, a number expected to exceed 50,000 (the size of a regional town) by 2034.

With passenger numbers forecast to more than double by 2034, since FY12 BAC has invested \$1.7 billion building critical infrastructure, with a further \$1.8 billion worth of infrastructure to be delivered between FY18 – FY22.

About the Position

We are currently looking for a **Head of Digital** who will be responsible for leading the formulation and execution of the digital strategy, incorporating innovation and customer experience, which aims to increase BAC's digital awareness and use of innovation, both commercially and operationally throughout the organisation.

Key deliverables associated with this role include successfully delivering BAC's digital transformation by collaborating and advising with the business on proposals, budgets, developments and providing endorsements on digital initiatives.



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Tasks and Responsibilities

Leadership qualities

- Lead and mentor a team of 5-10 highly driven BAC professionals
- Ensure all team members are adequately trained and adhere to compliance requirements
- Set the direction for the Division through the development and implementation of initiatives that clearly align to the Group business plan and BACs strategy
- Provide leadership and support to the Division ensuring team members are highly engaged and empowered to deliver to enable delivery against the Group business plan
- Establish a common understanding of a high performing division and how it aligns to BACs values. Model that behaviour for the division
- Significantly contribute to the review and implementation of business strategies and plans as part of the BAC Leadership Team

Role Specifics

- Responsible for developing and driving BAC's Digital Strategy and leading digital transformation
- Build coherent digital portfolio of initiatives and drive execution in close collaboration with the Business and IT, including tracking value delivered through strong portfolio/program management
- Develop an innovation strategy and framework for the organisation which supports the testing and development of new ideas and technologies with a high level of uncertainty
- Develop a customer experience strategy and provide support across the business
- Develop a program for raising Digital Acumen which considers training and awareness sessions
- Support the business in building digital capabilities and enhancement of data driven decision making
- Collect, connect, manage, analyse and distribute data and data-services for the business and external partners
- Undertake research as a support function for the wider business
- Foster and encourage communication and collaborative partnerships with all customers and partners



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Experience & Qualifications

Who we are looking for

We are looking for a motivated and ambitious Digital professional to lead and manage our Digital team. To be successful in this role, you will possess the following experience and attributes:

- Tertiary qualification in either IT or Marketing related fields
- Have an appreciation for design and creative development
- Proven track record in change management and creating a successful culture
- Demonstrated experience in leading and managing a team
- Excellent presentation, written and verbal communication skills
- Experience of leading digital transformation, including both content and change management
- Experience with agile, design thinking and/or lean start up
- Ability to develop and document roadmaps for business processes
- Proven ability for strategic, analytical, and innovative thought and action
- Sound knowledge of and ability to apply, business process improvement tools and methods (such as Lean Six-Sigma, Agile/SCRUM, TOGAF, BABOK)
- Airline or airport experience is valued though not essential

This is an opportunity to join a company which is already a leader in its field in Australia and use your skills, experience and enthusiasm to help continue our successful growth. BAC is a forward thinking organisation, which is supportive of innovation and has a unique positive working environment.

Please note, Brisbane Airport Corporation (BAC) reserves the right to close the applicant portal prior to the listed closing date.

If you believe you have the drive and experience to succeed in this exciting role, please click [here to apply now.](#)