



Operational Performance Manager

About Brisbane Airport Corporation

Brisbane Airport Corporation Pty Limited (BAC), the operator of Brisbane Airport (BNE), is a proud, private, un-listed Queensland company, employing thousands of Queenslanders and creating 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.

Projects to be delivered include a new runway, new multi-level car park and walkway facilities, road terminal expansions, terminal redevelopments, new apron and taxiways, road and cycling path upgrades and a number of new commercial buildings.

About the Position

We are currently looking to recruit a **Manager of Operational of Performance** to be responsible for managing non-day of operations functionality with the provision of a high level of customer service to all internal and external stakeholders.

Key deliverables include development of Operational Efficiency initiatives and Terminal & Airside operational resource capacities.



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Tasks and Responsibilities

- Manage a small team ensuring high quality operational performance information is communicated to the Operations Group on a regular basis
- Develop appropriate dashboards and reporting frameworks to inform terminal and airside performance
- Maintain a working knowledge of all operational systems, and identify areas for efficiency gain, in co-operation with the Terminal and Airside Divisions
- Maintain and communicate a shared view of capacity of terminal and airside operational resources and understand the relationship with forecast demand
- Work with the Terminal Operations Division to support the production of bi-annual Terminal and Runway published capacities
- Participate and/or drive internal capacity related working groups as appropriate, from a terminal, security and airside perspective
- Build and maintain effective professional relationships with internal and external stakeholders including but not limited to airlines, government agencies, and internal BAC departments
- Work with the responsible Heads of other BAC Divisions to identify resource optimisation opportunities and apply appropriate problem solving techniques to improve processes and procedures accordingly
- Ensure the principle of Common User Self-Service Infrastructure are understood to ensure maximum capacity and work with Head of Terminal Operations to drive implementation of full CUSS environment at ITB and DTB
- Support the Operations Group in identifying efficiency initiatives to support the EGM Operations in achieving Operational Excellence
- In conjunction with the Head of Terminals, ensure the understanding of aircraft turnaround, baggage handling, aerobridge and apron infrastructure is in place for effective and efficient aircraft turnaround outcomes. Engage with the Head of Airside Operations, Airlines and Handlers to drive the best utilisation and efficiency of these areas



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Experience & Qualifications

Essential

- Degree qualification in Business Science or Engineering discipline
- Demonstrated understanding of financial skills
- At least 7 years experience in Airport or Aviation Environment, particularly terminal related
- Excellent critical information seeking and problem solving skills
- Strong attention to detail
- Ability to acquire an ASIC and Airside Drivers Licence and undergo required security background checks

Preferred

- 10 years' experience working within a large airport or aviation environment

Knowledge & Technical Proficiency

- Ability to work under pressure and handle a range of customer complaints
- Computer literacy and in particular spreadsheets, word processing and databases, IT related skills
- Well-developed communication skills both written and verbal

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.](#)