

JOB DESCRIPTION

Job title: **Landside Operations Officer**

Work unit: Landside Operations

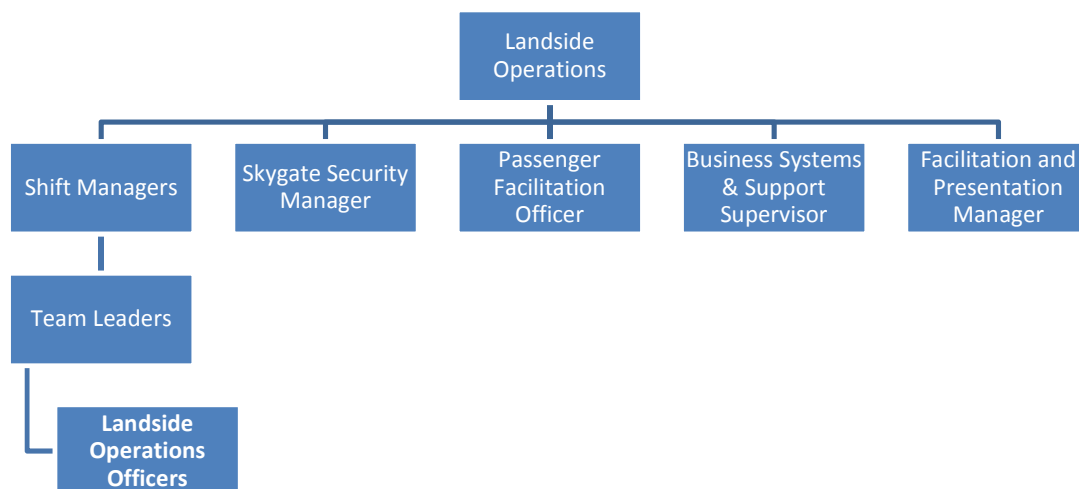
Responsible to: Shift manager

Responsible for: Nil

Job purpose: **This job exists to:** Ensure that the various operational and service facilities provided are meeting or exceeding the continuing needs of our customers.
Promote a positive public relations image of Auckland Airport

Date: January 2011

Organisation context:



Functional relationships:

External

Airlines
NZ Police
Border Agencies
Internal Affairs
OCS
St John Ambulance
ADT Security
Contractors
Spotless Cleaning
NZFS

Internal

Auckland Airport Managers and Staff
Auckland Airport Contractors and Consultants

Key performance indicators:

The position of **Landside Operations Officer** encompasses the following major functions or key performance indicators:

- Terminal Duties
- General Operations and Reception Duties
- Communications
- Incident Control
- Monitoring
- Company Contribution

The requirements in the above key performance indicators are broadly identified below:

Key performance indicators for this role:

<i>Employee is accountable for?</i>	<i>Employee successful when</i>
1. Terminal Duties <ul style="list-style-type: none"> ▪ Completing daily Terminal Checks ▪ Crowd Control and Queue management ▪ Evacuation of terminals as required ▪ Provide escorts for cash handlers, VIP's, Airport staff and public as required ▪ First responders to General 1st Aid, Security breaches etc. 	<ul style="list-style-type: none"> ▪ All terminal check sheets have been completed and any follow-up action required has been implemented ▪ Tasks are achieved without escalation and further support being required
2. General Operations and Reception Duties <ul style="list-style-type: none"> ▪ Call taking of general enquiries, flight information, ▪ Fault logging and reporting ▪ Dispatching of Maintenance Staff and other services as required ▪ Issuing of Contractors Permits, keys, access cards and radios. ▪ Receiving and releasing of Found Property items 	<ul style="list-style-type: none"> ▪ All call-taking targets are achieved ▪ Enquiries and complaints are handled in a professional manner without escalation ▪ Faults are recorded accurately and assigned appropriately
3. Communications <ul style="list-style-type: none"> ▪ Update Airport Flight Information systems which include carousel allocation. ▪ Public Announcements ▪ Administration 	<ul style="list-style-type: none"> ▪ When all information display systems are timely and accurate ▪ When announcements are pronounced in a clear and professional manner ▪ All required documentation is completed accurately
4. Incident Control <ul style="list-style-type: none"> ▪ Emergency call-taking and dispatching ▪ Monitor and operate all emergency alerting systems i.e Ziton ▪ Logging and recording all details relating to emergency incidents ▪ Operating CCTV systems 	<ul style="list-style-type: none"> ▪ All call-taking targets are achieved ▪ Emergency services are dispatched in a timely manner ▪ Emergency Incidents are recorded accurately ▪ CCTV footage is obtained for all relevant incidents ▪ Ziton Isolations/De-isolations are carried out as per approved requests

Employee is accountable for?	Employee successful when
5. <u>Monitoring</u> <ul style="list-style-type: none"> Security call-taking and dispatching Monitor and Operate the Security Access System Event logging, recording and reporting of all details relating to security incidents Operating CCTV systems Activate "Group Call" system during an emergency 	<ul style="list-style-type: none"> All call-taking targets are achieved Security incidents are recorded accurately and assigned appropriately All Security Access system alarms are responded to promptly CCTV daily surveillance checks are completed Daily camera checks completed and any follow-up action required has been implemented
6. <u>Company contribution</u> <ul style="list-style-type: none"> Follow all Health and Safety policies and procedures Follow Company policies and procedures Complete all appropriate documentation as and when required e.g. timesheets, leave applications, CAA I.D. applications etc. 	<ul style="list-style-type: none"> Evidence of company policies and procedures being followed on time and as required.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.

Work complexity:

Most challenging duties typically undertaken:
<ul style="list-style-type: none"> Completing Monitoring and Incident Control training and assessments. Dealing with difficult or distraught customers

Relationship skills:

Key internal and/or external contacts	Nature of the contact most typical <i>e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.</i>
Managers/Supervisors	<i>Courtesy, giving/receiving information, explaining things, liaising, negotiating</i>
Internal/External Agencies	<i>Courtesy, giving/receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing and persuading.</i>
Members of the public	<i>Courtesy, giving/receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating.</i>

Person Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none">▪▪	<ul style="list-style-type: none">▪▪

Knowledge/Experience

Essential	Desirable
<ul style="list-style-type: none">▪ Basic computer, keyboard skills including the use of Outlook, Word, Excel▪ Ability to communicate with all types of people▪ Effective written and verbal communication skills▪ Able to work as an individual and as a team player▪ Must have a current drivers licence▪ Ability to multi-task and work under pressure.	<ul style="list-style-type: none">▪ Experience in frontline customer service▪ Experience in a Call-centre environment▪ Safety and Security awareness▪ Have reliable transport

Key skills/attributes/job specific competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	
Advanced level	<ul style="list-style-type: none">▪ Department Policies and Procedures
Working Knowledge	<ul style="list-style-type: none">▪ Health and safety legislation▪ First Aid▪ Company Policies
Awareness	<ul style="list-style-type: none">▪ Airport environment and development

Key behaviours – “our values”

All employees are measured against the following Effective Behaviours as part of Performance Development:

Brand values	Organisational values
Outstanding	Act like you own the business
Welcoming	Think like a customer
Authentically NZ	Be passionate and accountable/work together
Ambitious	Keep lifting our game

Personal Attributes

- Pleasant and approachable disposition
- Ability to communicate with people and especially the “Difficult Customer”
- Have a neat and tidy appearance and conform to company’s presentation standards
- Possess a positive, confident and cooperative attitude
- Have a driving desire to help people
- Willing and able to adapt and accept change
- Be honest and dependable
- Mature and confident person

Change to job description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Approved:

Manager/Supervisor

Date

Employee

Date