Supervisor Operations
POSITION DESCRIPTION



Position Number:	1080
Department:	Organisational Services
Section:	Airport
Unit:	Operations
Position Status:	Permanent / Full Time
Classification:	Level 4 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Coordinator Airport Operations
Revised:	November 2026

General Position Statement

This position supports Council's direction by being responsible to supervise, coordinate and participate in day-to-day running of the airport. This includes the coordination of staff, safety, security and maintenance functions to ensure compliance with relevant regulations and legislation in a professional, efficient and confidential manner. This position will be expected to provide quality customer service when liaising with a wide variety of clientele; including the public, airport tenants, aviation industry, military and Council personnel.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Coordinate the day-to-day operations of the airport, including the supervision of the rostered Duty Safety Officer, Works Safety Officers and ground staff.
- Ensure the safe, secure and efficient operations of the airport including terminal, airside and car park areas.
- Ensure airport safety, security and emergency response functions are conducted in accordance with applicable Rockhampton Aerodrome manuals, programs and legislation.
- Monitor and ensure that aerodrome serviceability inspections are completed and documented in accordance with the Aerodrome Manual.
- Report and monitor any incidents that could compromise the safety or security of aviation operations.
- Respond to routine serviceability items to maintain a compliant aircraft movement area.
- Coordinate and schedule maintenance activities to ensure the ongoing serviceability of the aircraft movement area.
- Liaise with Air Traffic Control (ATC), Aviation Rescue Fire Fighting (ARFF) and other stakeholders on matters that affect operational safety on movement areas.
- Schedule and coordinate aircraft parking to ensure a safe and equitable apron operation.
- Ensure wildlife hazard mitigation functions are carried out in accordance with the Wildlife Hazard Management Plan.



- Ensure the provision of a perpetual 7-day roster for a Duty Safety Officer, providing seamless aviation safety and security functions including after hours on call availability.
- Act as a mentor and provide support to Airport Safety / Security Officers including relief coverage as required. Identify opportunities for staff development and ongoing training.
- Induct and brief relevant personnel in aviation safety and security functions.
- Actively participate in the monitoring and reporting of day-to-day non-compliance of all airport users, Tenants and Stakeholders.
- Monitor and provide outcomes to issues raised on a daily basis. Report outcomes or possible improvements to Management.
- Participate in the review and provide suggested changes to Standard Operating Procedure's (SOP's), Aerodrome Manual, TSP, etc.
- Within the scope of training and ability, provide technical input into the preparation of Method of Works Plan's (MOWPs) and Permit to Commence Works (PERCOWs) including:
  - Producing technical Notice to Airmen (NOTAMS), calculating and implementing displaced thresholds and providing possible work methods or other relevant process to complete the task.
- Supervise and control airside works including Time Limited Works and MOWP projects. This would include:
  - Allocation of appropriate timeframes and adequate staff to ensure works are completed,
  - Allocation of appropriate equipment and tools to undertake the works,
  - Identify causes of delays and prevent or provide alternative ideas to ensure the continuation of works, and
  - Ensure all communication is maintained between staff, ATC and other relevant stakeholders.
- Conduct basic Obstacle Limitation Surface (OLS) assessments for temporary obstacles and follow up appropriate actions as required.
- Plan and produce Special Event Zones for minor events at the Airport and oversee their compliant operation.
- Monitor defence activities during military exercises to ensure minimal interference with day to day airport operations.
- Follow up Safety/Security Incidents by gathering information and details to compile a preliminary report.
- Assist in monitoring the projects and operational requirements within approved budgets, providing input for the preparation of future budgets.
- Ensure all operational plant, vehicles and equipment are maintained in line with Council Policy.
- Ensure the day to day use of the Airport's firearms is conducted safely and securely in compliance with the relevant SOPs and legislation.
- Participate in the recruitment and interview processes for Maintenance and Safety, Security Officers.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Strong organisational, time management, task planning and prioritisation skills.



- Problem solving, decision making and negotiation skills.
- Good attention to detail and knowledge and ability to research and interpret technical specifications, engineering drawings, standards and legislative documents.
- Good practical knowledge of workplace health & safety requirements in an airport environment, including risk assessment.
- Ability to respond to emergency events and participate in emergency preparation activities including the role of Chief Fire Warden during terminal evacuations.
- Ability to work with minimal supervision, contributing positively within a team environment or individually, in a very safety and security sensitive workplace.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway, Conquest and the MS Office Suite.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications

- Substantial experience in operations coordination and supervision of staff and/or licences, certificates and tickets relevant to the duties of the position.
- Possess or have the ability to acquire a Firearms Licence Category A, B, C and H when required.
- Must possess, or have the proven capacity to expediently obtain, Aerodrome Reporting Officer/Works Safety Officer qualifications.
- Ability to attain a current Senior First Aid Certificate.
- Ability to attain an Aeronautical Radio Operator Certificate.

Desirable Qualifications and Experience

- Knowledge or skills in pavement maintenance techniques and standards and/or Civil or Mechanical Engineering construction practices.
- Knowledge of, or ability to readily acquire, regulatory compliance requirements relevant to operating an airport facility in particular the Civil Aviation Safety Regulations (CASR) Part 139 and the Aviation Transport Security Regulations 2005.

Special Requirements – Essential

- Compliance with the Airport Drug and Alcohol Management Plan (DAMP) and the requirements of the Civil Aviation Safety Regulation Part 99. In accordance with the Airport's DAMP, pre-employment



testing for the presence of certain drugs and/or alcohol will be required. The position is also subject to random testing for the presence of certain drugs and/or alcohol during work hours, and the offences included in the Civil Aviation Safety Regulation Part 99 will apply.

- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to possess an Aviation Security Identity Card (ASIC). To qualify for an ASIC, applicants must periodically submit to Police background, politically motivated violence and Australian citizenship checks (checks are arranged by Council).

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership**: *Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.* **Further Information Appendix A**.

Work Environment and Physical Demands

- This position is an indoor and outdoor role and will require the employee to carry out physical tasks which may include manual handling of up to 30kg, repetitive bending, kneeling, twisting and/or squatting.
- Should the requirement to work in confined spaces be a mandatory requirement of this role, the absence of facial hair below eye level is necessary to ensure an appropriate facial seal when using routine or emergency breathing apparatus.

Additional Requirements

- Ability to work in an indoor and outdoor environment.
- Ability to legally operate a manual motor vehicle under a "C" Class Licence.
- Ability to participate in a perpetual 7-day roster covering Airport Operating hours and the ability to be 'on call'.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- A willingness to undertake eyesight and hearing evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised in accordance with Council's Occupational Risks and Immunisation Register.

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Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Present Incumbent:	
Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level
Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	**Engage and Inspire our People**	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	**Manage People Performance**	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	**Be Customer and Community Focused**	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	**Lead Change Effectively**	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	**Commit to Personal Growth and Learning Agility**	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.