

Duty Operations Manager (DOM)

March 2025

Reporting Relationship and Location	
Reports to:	Terminal Operations Manager
Team Business Unit:	Terminal Operations Operations
Purpose	
<p>The Duty Operations Manager is responsible for proactively leading, managing, and directing Auckland Airport’s Operations Control Centre (OCC) to optimise the airport ecosystem.</p> <p>Our aspiration is to be a world class airport and our customers’ favourite, by:</p> <ul style="list-style-type: none"> • Protecting our licence to operate • Providing next level customer service • Ensuring the reliability, integrity and resilience of our airport assets and facilities • Optimising our available system capacity (including being an intelligent client for future airport development) • Striving for operational excellence <p>Airport Operations consists of large operational teams responsible for a diverse range of mission-critical functions, operating 24/7, 365 days a year. Beyond ensuring high standards in the delivery of Auckland Airport’s core services, we play a crucial role in maintaining and continuously improving the overall airport system. This system depends on multiple third-party agencies performing to consistently high standards. Strong relationships, a deep curiosity about the motivations and objectives of other organisations, and the ability to influence stakeholders are essential for achieving operational excellence.</p> <p>Key Challenges of the Role:</p> <ul style="list-style-type: none"> • Providing visible leadership across the airport ecosystem, including multiple stakeholders, to ensure a seamless customer journey through proactive operational management. • Coordinating, managing, and prioritising across multiple operational areas, processing high volumes of real-time information, and deploying resources effectively to balance operational efficiency with customer outcomes. • Operating within a structured, regulated environment where fast, decisive, and responsive action is required to maintain operational efficiency while upholding brand and service differentiation. • Coordinating, managing, and prioritising across multiple operational areas through coaching, collaboration, and continuous improvement methodologies. • Evaluating and refining processes and procedures to enhance cost-effectiveness and operational performance, aligning with defined customer outcomes. • Leading multi-stakeholder responses during critical emergency events when activating the Emergency Operations Centre (EOC), managing high-traffic peak days or through 	

<p>APOC Lite, ensuring risk management and effective decision-making in a dynamic and complex environment.</p>	
<p>Key Accountabilities</p>	
<p>Operations Management</p>	<ul style="list-style-type: none"> • Serve as the coordinator of the airport ecosystem, managing peak congestion periods • Oversee the effective operation of the Terminals, and broader airport precinct, including emergency incidents, general operations, the Incident Control Room, and communications and monitoring functions. • Ensure that the Operations Control Centre procedures remain relevant and fit for purpose, meeting customer needs, regulatory requirements, and safety obligations. • Maintain compliance with all regulatory requirements, with a strong focus on aerodrome licensing, Civil Aviation Regulations Part 139, and access control systems. Provide effective oversight of the Landside Operations Team, ensuring appropriate staffing levels, including rostering, leave management, overtime coordination, uniform distribution, timesheet tracking, and staff entry/exit processes. • Foster effective communication within the Landside Operations teams and between internal and external stakeholders, ensuring seamless collaboration through daily briefings and scheduled meetings. • Identify, develop, implement, and oversee training programs in coordination with the Training, Emergency, and Exercise Teams to ensure all operational training needs are met. • Lead Emergency Operations Centre (EOC) responses when on duty, ensuring swift and effective emergency management while restoring operational performance as quickly as possible. • Chair APOC Lite forums for high-peak periods and major events. • Serve as the operational subject matter expert, providing insights and expertise in various ad hoc forums when required. • Escalate business risks to the On-Call Manager when necessary and act as the key on-the-ground point of contact.
<p>Systems Management</p>	<ul style="list-style-type: none"> • Take a systematic, data-driven approach to proactively plan, manage, and support passenger movement, optimising

	<p>available resources, technology, and deployment methods to ensure a seamless customer experience.</p> <ul style="list-style-type: none"> • Deliver proactive communication to all stakeholders regarding potential risks or disruptions to the airport ecosystem, working collaboratively to mitigate impacts before they materialise. • Build and maintain strong working relationships with key internal and external stakeholders who interact with the Operations Control Centre, including but not limited to Border Agencies, Airlines, Ground Handlers, AIAL Support Services, AES, Engineering services. • Provide visible leadership within the terminal, offering guidance, direction, and support to airport ecosystem stakeholders, particularly during peak periods.
<p>Team Leadership</p>	<ul style="list-style-type: none"> • Lead and develop Landside Operations Supervisors by clearly communicating our vision and strategy, fostering team engagement, and ensuring alignment with operational and strategic goals. • Cultivate a high-performance culture, fostering collaboration, professional growth, and strong working relationships to enhance team capability and engagement. • Effectively manage team members through recruitment, performance evaluation, and ongoing training and development. • Develop strong, effective teams committed to delivering high-quality services. • Monitor performance and workload distribution, ensuring objectives are met efficiently and effectively.
<p>Health, Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach • Lead by example, promoting a strong health and safety culture through visible, proactive safety practices and communication. • Ensure all incidents, near misses, and hazards are promptly reported, investigated, and addressed to drive continuous improvement and learning, utilise Risk Manager where appropriate. • Actively engage and consult with your team and key stakeholders to enhance health, safety, and wellbeing initiatives. • Identify, assess, and communicate health, safety, and wellbeing risks associated with all team activities, ensuring high levels of risk awareness and compliance with safety protocols.

People Responsibilities and Project Management

People Leadership Select and complete the statement / delete if N/A

- Role is responsible for 2 Direct Reports; 8 Indirect Reports and for supporting the other 50 team members in our Landside Operations Team.

Financial Responsibilities and Authorities

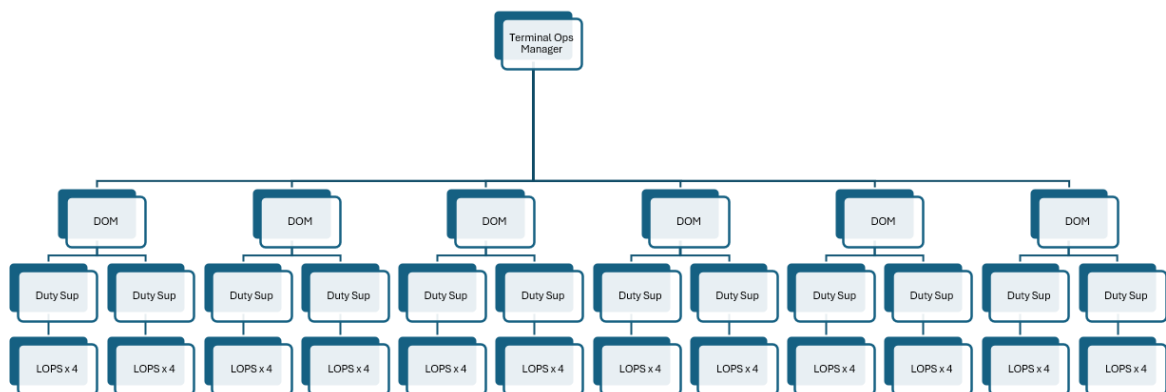
Capital Expenditure Delete lines that are n/a **Operating Expenditure** Delete lines that are n/a

Staff Designation	Maximum Financial Authority	Staff Designation	Maximum Financial Authority
Administration	\$1,500	Administration	\$1,500

Financial Authority Select and complete the appropriate statement

- Not accountable for expenditure budget but holds a Company Credit card for disrupt and customer recovery purposes of \$1500. Other than disrupt management, no authority to commit routine expenditure or capital expenditure without reference to people leader.

Structure Chart



Key Challenges	
<p>Managing a 24/7 airport operation with accountability for the end-to-end system performance—from Roading to Runway—by leveraging collaborative and influencing skills to drive efficiency. This includes activating approved strategies (Levers) to mitigate congestion and optimise performance across the terminal and airfield.</p>	
Key Relationships	
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Airport Operations • Engineering Services • Infrastructure and Projects • People and Safety • Retail and Transport • Corporate Services and SPP • Customer 	<ul style="list-style-type: none"> • Day to day operations • Projects and coordination • Emergency Operation Management
External	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Airline Community • Border Agencies • NZ Police (Airport) • Public Health and DHB • Ground Handlers • JUHI • Airways 	<ul style="list-style-type: none"> • Day to day operations • Projects and coordination • Emergency Operation Management
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
<ul style="list-style-type: none"> • Minimum 5 years' experience in operational, safety or other relevant senior roles in a range of industries/ sectors, including especially within high risk, safety or security-sensitive environments and organisations. 	<ul style="list-style-type: none"> • Tertiary qualification in a relevant field (e.g., Operational management, health and safety, business, risk management, emergency management etc)
Knowledge / Experience	
Essential	Desirable

<ul style="list-style-type: none"> • Minimum 5 years' experience in operational, safety or other relevant senior roles in a range of industries/ sectors, including especially within high risk, safety or security-sensitive environments and organisations. • Well-developed skills as a senior team contributor, with demonstrated ability lead to influence for positive customer focused outcomes and results across internal and external organisations. • A proven track record of delivering excellent operational and/ or safety outcomes to a high standard • Highly developed engagement and relationship skills with a proven ability to influence effectively at all organisational levels as well as across a range of stakeholders. • Proven systems-thinking approach, ensuring total system integrity across operations, safety, security, and customer experience. Ability to anticipate broader system impacts and assess the effects of interventions, changes, and improvements. • Outstanding written and verbal communication skills, with the ability to organise, simplify and present complex information for a wide range of audiences. • Minimum 3 years' experience in leading and coaching operational teams to build a strong high-performing team. • Strong planning and organisational skills including the ability to juggle conflicting priorities in a busy, constantly changing environment. • Experience managing Health and Safety in a supervisory capacity. 	<ul style="list-style-type: none"> • Relevant airline experience e.g. operations leadership and strategy and / or relevant Airport experience in security/operations or other relevant field
<p>Key Skills / Attributes / Job Specific Competencies</p>	
<p>Level</p>	<p>Skill / Attribute / Competency</p>

<ul style="list-style-type: none"> • Excellent business writing and verbal communication skills, including well-developed presentation skills. • Excellent relationship-building skills at all levels of the organisation • An understanding of project management principles 	<ul style="list-style-type: none"> • Effective People Leadership • Strategic decision making • Stakeholder and Relationship Management • Operational and Crisis Management • Health and Safety & regulatory Compliance
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Values

Whiria te tangata. Our values weave us together. They're what we stand for, who we are and how we think, feel and act.

<p>All in <i>Tātou tātou</i></p>	<ul style="list-style-type: none"> • People first • Seek understanding • Acknowledge others • Empathise and support • Diverse & inclusive
<p>Know How <i>Kōkiri Tahi</i></p>	<ul style="list-style-type: none"> • Explore and solve together • Curious and open • Bring your voice & share your skills • Unite and collaborate • Right people in the room
<p>Let's Go <i>Karawhiua</i></p>	<ul style="list-style-type: none"> • Challenge yourself • Take pride • Act with intent and integrity • Keep your word • Deliver excellence

Changes to Position Description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of Auckland Airport's work environment, including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required.

Sign-Off

Job-Holder	People Leader
Print Name: _____	Print Name: _____
Sign: _____	Sign: _____