

ORAT TRAINER

Date January 2025

Reporting Relationship and Location	
Reports to:	Operations Training & Standards Manager
Team Business Unit:	Operations Training & Standards
Purpose	
<p>The ORAT Trainer plays a critical role in preparing operational stakeholders—both internal and external—to be ready to operate new infrastructure and technology-driven changes and processes safely and effectively. This role involves close collaboration with the ORAT team and stakeholders from designing, delivering, evaluating and executing training programs that ensure operational readiness during the transition phase of airport infrastructure developments.</p> <p>The ORAT Trainer bridges the gap between operational requirements and training delivery, ensuring that teams are equipped with the skills and knowledge needed to execute their responsibilities seamlessly.</p>	
Key Accountabilities	
1. Training Design & Delivery	<ul style="list-style-type: none"> • Develop and deliver comprehensive training programs for internal operational teams, ground handlers, contractors, and airlines. • Tailor training content to the requirements of specific projects, including new infrastructure, systems, tools and processes. • Use blended learning methods, including classroom sessions, virtual training, and e-learning modules. • Work with stakeholders, ORAT and Operational teams to develop and train new standard operating procedures, understanding risk and compliance changes and the impacts to end users.
2. Operational Trialling & Readiness	<ul style="list-style-type: none"> • Support operational trials, simulations, and drills by preparing stakeholders through targeted training. • Collaborate with project managers, ORAT specialists and operational teams to identify skill gaps and design training to address them. • Adjust training programs based on feedback and trial outcomes to ensure readiness for go-live.
3. Training Collateral Development	<ul style="list-style-type: none"> • Create and update training materials, including presentations, quick reference guides and facilitator manuals. • Ensure all training materials adhere to organisational standards, including alignment with health and safety regulations and operational protocols and compliance.
4. Compliance Reporting	<ul style="list-style-type: none"> • Support the OTST team to maintain accurate training records, reconcile attendance, and generate compliance reports for regulatory and operational needs.

	<ul style="list-style-type: none"> Evaluate the effectiveness of training programs using surveys, assessments, and feedback mechanisms.
5. Stakeholder Engagement	<ul style="list-style-type: none"> Work collaboratively with internal teams, including ORAT, Operations, Digital, Compliance and Infrastructure to ensure training aligns with project objectives. When required, engage with external stakeholders, including airlines, ground handlers, and government agencies, to understand their training needs and ensure seamless transitions.
6. Continuous Improvement	<ul style="list-style-type: none"> Incorporate feedback from training participants and operational stakeholders to improve training programs. Stay informed about emerging training methodologies and technologies to enhance delivery and engagement.

People Responsibilities and Project Management

People Leadership

- Role is responsible for managing on site contractors from time to time.

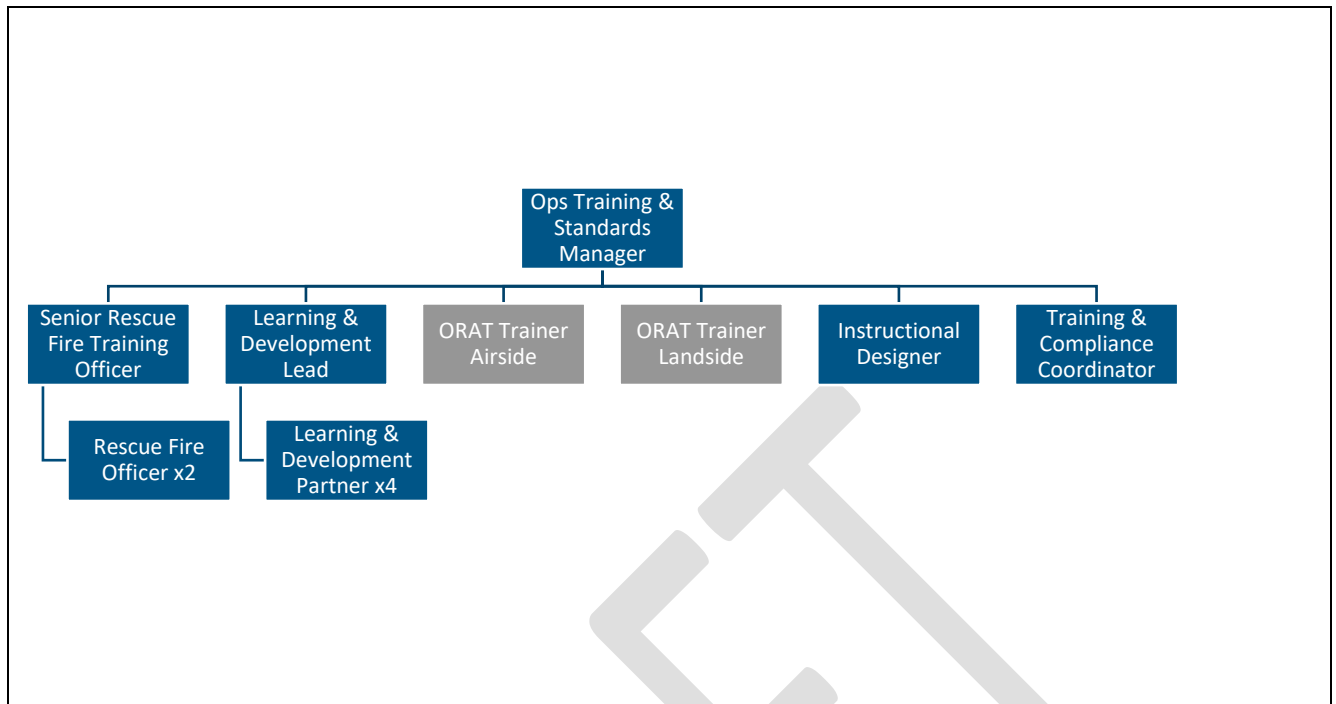
Financial Responsibilities and Authorities

Capital Expenditure		Operating Expenditure	
Staff Designation	Budgeted CAPEX Maximum Financial Authority	Staff Designation	Budgeted OPEX Maximum Financial Authority
Chief Executive	>\$4,000,000	Chief Executive	\$6,000,000
Leadership Team	\$4,000,000	Leadership Team	\$400,000
Senior Management	\$1,000,000	Senior Management	\$100,000
Management	\$125,000	Management	\$25,000
Administration	\$5,000	Administration	\$5,000

Financial Authority

- Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader.

Structure Chart



Key Challenges

- Managing high volumes of training requirements for diverse audiences within tight project timelines.
- Ensuring training delivery is compatible with a 24/7 operational environment.
- Adapting to the complexity of transitioning new infrastructure and technology into live operations while maintaining business continuity.
- Building trust and engagement with diverse stakeholders across multiple levels of management




Key Relationships

Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Operations Teams • ORAT Team 	<ul style="list-style-type: none"> • Collaborate to identify training needs and tailor programs to support operational readiness. • Provide updates on training schedules, progress, and compliance metrics. • Work with the ORAT team to align training with ORAT and Infrastructure project milestones and readiness objectives. • Share updates on stakeholder preparedness and identify additional training needs where required.

<ul style="list-style-type: none"> • Digital and Ops Technology • Compliance & Health and Safety • Operations Knowledge Manager 	<ul style="list-style-type: none"> • Coordinate training on new technology systems, including software updates or equipment installations. • Troubleshoot technology-related challenges that impact training programs. • Ensure training programs meet regulatory and safety compliance standards. • Incorporate health and safety requirements into training content. • Collaborate with Operations Knowledge Manager to ensure changes to processes are identified and SOPs are updated to reflect accurately.
External	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Airlines • Ground Handlers • Government Agencies (e.g., AVSEC, Customs, MPI) • Contractors and Suppliers 	<ul style="list-style-type: none"> • Support and create learning for airlines to deliver tailored training programs for staff to ensure smooth integration into new infrastructure or systems. • Collect feedback to refine and improve training delivery. • Facilitate training on ground operations, including safety protocols, equipment use, and procedural updates where required. • Support ground handling teams during operational trials and go-live phases. • Coordinate joint training programs to align with regulatory and operational requirements. • Provide training where required to ensure staff are equipped to work seamlessly within the airport's operational framework.

	<ul style="list-style-type: none"> • Work with H&S team to identify safety and compliance requirements specific to airport projects where needed. • Work with suppliers to deliver equipment-specific training to operational teams.
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
<ul style="list-style-type: none"> • Diploma or degree in education, training, airport management, or equivalent on the job experience in a related field. • Proven experience in delivering training in complex operational environments, preferably in aviation or transport. 	<ul style="list-style-type: none"> • Certification in instructional design or adult learning methodologies. • Certification in ORAT methodologies or operational readiness. • Experience with LMS administration and e-learning tools such as Articulate 360. • Advanced knowledge of Microsoft Office Suite, TEAMS, and SharePoint.
Knowledge / Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Minimum 5 years of experience in training facilitation, instructional design or equivalent on the job experience within a regulated or complex operational environment. • Experience in developing and delivering training for system and process changes. • Familiarity with airport operations, health and safety requirements, and compliance standards. • Proven ability to evaluate training effectiveness and implement improvements 	<ul style="list-style-type: none"> • Experience in operational readiness or airport infrastructure projects. • Exposure to delivering training for large-scale digital system rollouts or infrastructure transitions.
Key Skills / Attributes / Job Specific Competencies	
Level	Skill / Attribute / Competency
Expert	<p>Training Design and Facilitation</p> <ul style="list-style-type: none"> • Ability to develop tailored, high-impact training programs that meet diverse stakeholder needs. • Expert delivery of classroom, virtual, and hands-on training sessions. <p>Stakeholder Engagement</p>

<p>Competent</p>	<ul style="list-style-type: none"> • Proven ability to build trust and maintain strong relationships with internal and external stakeholders. <p>Written and Verbal Communication</p> <ul style="list-style-type: none"> • Expertise in creating clear and compelling training materials, reports, and presentations. <p>Compliance Reporting and Record Management</p> <ul style="list-style-type: none"> • Proficiency in reconciling training records and generating compliance reports to meet regulatory standards. <p>LMS Administration</p> <ul style="list-style-type: none"> • Skilled in managing learning management systems, including SCORM uploads, data integrity, and troubleshooting. <p>Digital Tools Proficiency</p> <ul style="list-style-type: none"> • Proficiency in Microsoft Office Suite, TEAMS, and SharePoint to manage training logistics and materials. <p>Logistics Management</p> <ul style="list-style-type: none"> • Ability to coordinate training schedules, book venues, plan and manage resource allocation efficiently. <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Capable of identifying and implementing improvements to training programs and processes based on feedback and results. <p>Data Analysis and Evaluation</p> <ul style="list-style-type: none"> • Familiarity with analysing training feedback and performance data to recommend actionable improvements. <p>Health and Safety Standards</p> <ul style="list-style-type: none"> • Working knowledge of workplace health and safety requirements applicable to training programs. <p>ORAT Methodologies</p> <ul style="list-style-type: none"> • Basic understanding of ORAT processes and their application to operational readiness. <p>Aviation and Airport Operations</p> <ul style="list-style-type: none"> • Developing familiarity with operational processes, systems, and compliance standards in the aviation industry.
<p>Working Knowledge</p>	

Developing Level	
Values	
<p>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 Tātou tātou	<ul style="list-style-type: none"> • People first • Seek understanding • Acknowledge others • Empathise and support • Diverse & inclusive
 Know How Kōkiri Tahi	<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
 Let's Go Karawhiua	<ul style="list-style-type: none"> • Challenge yourself • Take pride • Act with intent and integrity • Keep your word • Deliver excellence
Changes to Position Description	
<p>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.</p>	
Sign-Off	
Job-Holder	People Leader
Print Name: _____ Sign: _____	Print Name: _____ Sign: _____