




Concept of Operations (CONOPS) Manager

August 2024

Reporting Relationship and Location	
Reports to:	Business Owner – Operational Readiness & Transfer (ORAT)
Team Business Unit:	ORAT Team Airport Assets & Future Operations
Purpose	
<p>The purpose of this role is to lead the development, coordination and documentation of the future and interim Concept of Operations (CONOPS) across the Auckland Airport eco-system, in the context of the infrastructure development program over the next 5 -10 years. The CONOPS Manager will be responsible for maintaining and reviewing these CONOPS at regular intervals and ensure the CONOPS framework is under continuous improvement.</p>	
Key Accountabilities	
Lead the Development of the Future Airport CONOPS	<ul style="list-style-type: none"> Take ownership of the Development of the future Airport CONOPS Leverage future operational infrastructure to seek out operational benefits and improve key system wide metrics through CONOPS design Lead and facilitate CONOPS design workshops as required. Working with the Operational and ORAT teams, plan and coordinate relevant CONOPS activities, including stakeholder engagement and workshops. Ensure alignment between connected stakeholder operations, identifying risks and misalignment.
Lead the development of Interim CONOPS	<ul style="list-style-type: none"> Work with the ORAT Business Owner to assess the timing and need for Interim CONOPS through staging and construction Work closely with the ORAT team and Infrastructure Project Managers to understand staging and detailed operational impact across the system Lead the interim design and development of Interim CONOPS Ensure all Interim CONOPS developed considers Safe and Stable operations. Ensuring operational risk to capacity, performance and cost change is identified and escalated appropriately.
Document Management and Process Mapping	<ul style="list-style-type: none"> Document the future and interim state CONOPS in a format as agreed with the ORAT business Owner Develop and own the CONOPS framework, ensuring adherence and due process is followed Through the process of CONOPS development, undertake accurate process mapping of current operations which are targeted for CONOPS change or development Ensure relevant documentation is signed off by key decisions makers and stakeholders Ensure robust document control through design, development and CONOPS approval and sign off

	<ul style="list-style-type: none"> • Ensure a robust process in place for regular reviews of existing CONOPS • Develop and Maintain the CONOPS register
Relationship / Stakeholder management	<ul style="list-style-type: none"> • Influence external and internal operational stakeholders positively to achieve the most efficient and stable future state CONOPS • Foster positive relationships with key stakeholders across the airport system. • Ensure key operational information is extracted from stakeholders at the right time through the design and development phase. • Ensure key stakeholders are presented with the right CONOPS information at the right time. • Ensure external Operational Managers can adequately resource system wide CONOPS activities. • Lead by example living the Auckland Airport values everyday.
Other Operational Projects	<ul style="list-style-type: none"> • This role may be required to work on other operational projects as indicated by the Business Owner – ORAT from time to time.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach • Lead by example, demonstrating and communicating visibly safe work. • Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. • Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. • Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team.
People Responsibilities and Project Management	
Project Leadership Select and complete the appropriate statement / delete if N/A	
<ul style="list-style-type: none"> • There is a strong project management component to this role. • Role is responsible for CONOPS development, design and documentation. • The scope of this work is across both the terminal and airfield operations. 	
Financial Responsibilities and Authorities	
Financial Authority Select and complete the appropriate statement	
<ul style="list-style-type: none"> • Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader. 	
Structure Chart	
[Insert Chart]	
<p>This does not need to be a complete structure chart from Chief Exec down, but should go far enough to provide context i.e. show how role relates to leader up as far as SLT member, and show any reports.</p>	
<ul style="list-style-type: none"> • Key Challenges 	

<ul style="list-style-type: none"> • Writing clear and concise operational descriptions of “how the airport will operate”. • Balancing multiple tasks and priorities. • Influencing external operational stakeholders. • Ensuring scheduling of CONOPS activities is aligned to infrastructure program. • Navigating dependencies across different operational and CONOPS activities. 	
Key Relationships	
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> • ORAT Business Owner • ORAT specialists • Operations Teams and SMEs • Infrastructure Interface team • Infrastructure project managers 	<ul style="list-style-type: none"> • Providing advice and receiving / providing information.
External	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Airlines • Ground Handlers • Border agencies • Contractors • Consultants 	<ul style="list-style-type: none"> • Coordinating CONOPS activities through the development and design • Liaising with external operational managers on their respective operations • Facilitating external CONOPS workshops • Liaising on project dependencies and managing risks
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
Proficiency in Project Management Business Qualifications	Lean or Six Sigma qualifications Technical writing
Knowledge / Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Minimum 5 -10 years' experience in airport operations • Project management or coordination • Experience in the development and design of operational documentation • Experience in process mapping • Experience in documentation control • Experience in stakeholder engagement 	<ul style="list-style-type: none"> • Relevant Airport or Aviation industry experience • Experience in Lean or Six Sigma projects

Key Skills / Attributes / Job Specific Competencies	
Level	Skill / Attribute / Competency
Expert Level	<ul style="list-style-type: none"> • Ability to engagement positively with stakeholders • Technical writing
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 <i>Tātou tātou</i>	<ul style="list-style-type: none"> • People first • Seek understanding • Acknowledge others • Empathise and support • Diverse & inclusive
 Know How <i>Kōkiri Tahī</i>	<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 <i>Karawhiua</i>	<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: _____