

Transport and Logistics Operator

Date

Reporting Relationship and Location	
Reports to:	Operations Logistics & Transport Manager
Team Business Unit:	Operations Terminal Operations
Purpose	
<p>The Transport and Logistics Operator will oversee the real-time, day-of-operations traffic flow within the Auckland Airport precinct. This role is responsible for ensuring smooth traffic operations, responding to live conditions, and managing high-demand events in real time. Working closely with the wider Transport teams, and the Ground transport coordinator, the operator will implement operational plans and make live interventions to avoid congestion and ensure passenger and vehicle movement efficiency. The operator will focus on immediate operational decisions, including PUDO management, bus operations, Cart Dock, Greenline Management, and overflow parking utilisation, to maintain continuous traffic flow.</p> <p>This role is crucial to ensuring efficient and timely approvals of all Terminal works within the airport including the provision of technical operational inputs to enable the effective operation, management and approval of all Terminal works within the stipulated timeframe.</p>	
Key Accountabilities	
Live Traffic Management:	<ul style="list-style-type: none"> • Monitor live traffic data and systems (e.g., BlipTrack) to identify potential bottlenecks or disruptions in real time. • Implement live interventions to mitigate congestion, reroute traffic, or deploy additional resources (e.g., buses, overflow car parks) as needed. • Oversee PUDO traffic and ensure that real-time solutions and SOPS are enacted to avoid delays or blockages, supported by the OCC. • Monitor and confirm traffic management systems are appropriate and working effectively and up to date (e.g wayfinding accurate and VMS are working and displaying correct info) • Work with the Auckland transport Operations Centre and NZTA, routinely working with and within the ATOC to understand wider traffic management and mitigate congestion.
Real-Time Decision-Making:	<ul style="list-style-type: none"> • Make immediate decisions during high-traffic days, emergencies, or events to ensure smooth traffic flow and avoid congestion, in consultation with the OCC. Coordinate with tactical teams and external transport operators as needed. • Implement contingency plans swiftly and decisively when live conditions deviate from expected operations. • Oversee the day-to-day operations of the sky-bus contract, ensuring sufficient buses are deployed for flight operations in accordance with the SLAs. • Lead the day to day operations of the inter-terminal bus service, ensuring timely and reliable transportation between terminals.

	<ul style="list-style-type: none"> • Ensure the smooth operation of the eastern and western cart docks, maintaining smooth operational flow and maintaining high standards of safety and security.
Crisis and Event Traffic Management:	<ul style="list-style-type: none"> • Implement day-of-event traffic management, ensuring all resources and tools are effectively deployed to manage increased demand or operational disruptions, with support from the Ground transport coordinator. • Work with the technical team to ensure real-time solutions align with strategic network goals without compromising immediate operational needs.
Terminal Works Endorsement	<ul style="list-style-type: none"> • Manage the Terminal Works Endorsement process, approving works in a timely manner • Carry out site meetings with key internal/external stakeholders to determine the impact of the works • Track and monitor the work to ensure no impact to operations, with mitigating measures in place • To collate and provide information related to the terminal works endorsements and associated activities and events. Support liaison with wide-ranging stakeholders to manage enquiries, requests for information, negotiation and disputes. • To look into process enhancement and develop solutions for overall enhancement and user experience
Collaboration with Stakeholders:	<ul style="list-style-type: none"> • Work closely with the Ground Transport coordinator and Transport Teams to ensure live traffic management aligns with long-term infrastructure and network management goals. • Use operational data from technical teams to inform day-of-operations decisions but retain authority for live interventions and tactical adjustments. • Collate data and information for reporting and analysis. • Ensure automated alerts are appropriate and appropriately timed to allow intervention. • Work alongside and communicate effectively with the OCC Monitoring team, and support the OCC with operational decision making. • Ensure effective handover with OCC monitoring teams and DOMS before end of shift.
Health, Safety and Wellbeing <i>[standard wording, do not remove]</i>	<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

People Leadership N/A

- N/A

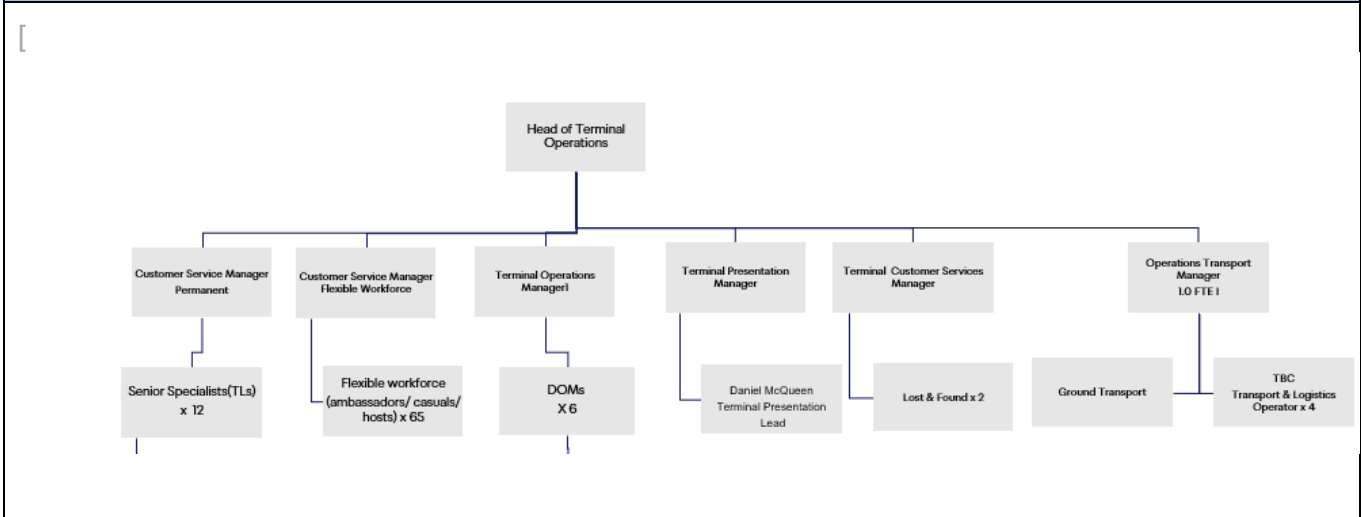
Financial Responsibilities and Authorities

Capital Expenditure <small>Delete lines that are n/a</small>	Operating Expenditure <small>Delete lines that are n/a</small>																								
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Financial Authority Select and complete the appropriate statement

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

Structure Chart



Key Challenges

- Managing the transport network during peak periods. This will require an in-depth knowledge of standard operating procedures and critical interventions to keep traffic flowing smoothly.
- Management of Terminal Works Endorsement process, including stakeholder engagement.






Key Relationships

Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> • OCC – Duty Supervisors, Duty Operations Managers, and Monitoring staff • Ground Transport Coordinator • Transport Team • Project Leads • Airfield Ops Team 	<ul style="list-style-type: none"> • Traffic Management • Event planning • Terminal Works Endorsement • Bussing operations
External	Purpose of contact with this person/s
<u>Examples:</u> <ul style="list-style-type: none"> • Skybus • ATOC 	<u>Examples:</u> <ul style="list-style-type: none"> • Bus scheduling • Transport management / SCATs
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
<ul style="list-style-type: none"> • NCEA Level 3 or equivalent • Proficiency in data analysis and reporting tools. 	<ul style="list-style-type: none"> •
Knowledge / Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Working in a complex high-risk outcome driven operational environment • Experience in accurately capturing, storing and retrieving information to meet organisational needs • IT in a design office/business environment including Microsoft Office and/or equivalent software • At least 3 years proven experience in transport operations, transport engineering and/or aviation experience • Problem investigation, assessment and resolution 	<ul style="list-style-type: none"> •
Key Skills / Attributes / Job Specific Competencies	
Level	Skill / Attribute / Competency
Working Knowledge	<ul style="list-style-type: none"> • Good communication with internal and external stakeholders to deliver planned work scope and desirable outcomes • Good communication at all levels of the organisation

	<ul style="list-style-type: none"> • Preparation of effective presentations to management and stakeholders • Data Analysis and Reporting • Creative thinking to develop solutions • Logical problem solving analysis
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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 act.

 <p>Respectful <i>Kia whakaute</i></p>	<ul style="list-style-type: none"> • Listen <i>Kia whakarongo</i> • Value others <i>Kia whakamanatia te tangata</i> • Be curious and committed <i>Kia ū ki te kaupapa</i>
 <p>Collaborative <i>Kia tapatahi</i></p>	<ul style="list-style-type: none"> • One team <i>Kia ngatahi</i> • Explore ideas together <i>Kia kotahi te aro</i> • Include diverse views <i>Kia whānui te titiro</i>
 <p>We Care <i>Kia manaaki</i></p>	<ul style="list-style-type: none"> • Acknowledge others <i>Kia mihia te tangata</i> • Look out for others <i>Kia poipoia te tangata</i> • Empathise <i>Kia whakaaro nui</i>
 <p>Integrity <i>Kia ngākau tapatahi</i></p>	<ul style="list-style-type: none"> • Do the right thing <i>Kia tika ngā mahi</i> • Keep your word <i>Kia whakatinanatia āu kupu</i> • Speak up <i>Kia kaha te kōrero</i>
 <p>Exceptional <i>Kia angitu</i></p>	<ul style="list-style-type: none"> • Challenge yourself <i>Kia hikina te manuka</i> • Take ownership <i>Kia niwha</i> • Go beyond <i>Kia eke panuku</i>

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: _____