Baggage Systems Change Specialist

March 2025

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| **Reporting Relationship and Location** | | | | | |
| **Reports to:** | | | Business Owner - ORAT | | |
| **Team I Business Unit:** | | | Airport Assets and Future Operations I Operations | | |
| **Purpose** | | | | | |
| The Baggage Systems Change Specialist is responsible for managing all operational baggage change activity in the context of the infrastructure development program over the next 5-10 years at Auckland Airport. This includes Change Management, CONOPS development and Operational Readiness work streams.  Key challenges of the role include:   * Dealing with new system complexity and ambiguity where operations and new system/technology merge * Managing operational change for the merger of a new Individual Carrier System (ICS) into an existing Baggage Handling System (BHS), including introduction of new ways of working such as batching * Ensuring operational readiness and change is effectively managed in a 24/7 live operation | | | | | |
| **Key Accountabilities** | | | | | |
| Baggage operational change management | * Lead the change management roadmap bringing together people, process and technology into a single change management workstream * Undertake current state analysis of baggage operations from baggage induction through to baggage make up and delivery to aircraft * Identify all of the change impacts and touch points in the context of the new ICS, ensuring the operational change is mapped and developed into a future concept of operation (CONOPS) * Leverage the new ICS capability to identify operational efficiency and other key operational benefits * Lead development of the BHS Development Strategy and roadmap(s) | | | | |
| Baggage CONOPS | * Through workshop facilitation, develop, define and document the future state Baggage CONOPS * Ensure the scope of the CONOPS includes end to end baggage operations within the back of house baggage areas for all modes of baggage movements – transfers, inbound and outbound * Lead the development of new SOPs for new operational ICS processes, supporting the ground handlers and the O & M team with this documentation | | | | |
| Baggage ORAT | * Define the ORAT strategy for the future state baggage operations in the context of the DJT, factoring in complex staging requirements * Using the agreed ORAT methodology, ensure a robust approach to operational readiness is undertaken * Ensure ground handlers buy into the ORAT concept and their individual ORAT plans are aligned to overarching readiness activities * Work closely with the wider ORAT and Performance Enabling team with regards Training, Trials and Activation of new ICS in stages * Ensure baggage ORAT activity aligns with Infrastructure program to meet the Domestic Jet Terminal (DJT) critical milestones | | | | |
| Relationship Management | * Work constructively with the Technical ICS project Delivery teams, ensuring issues and risks are well managed and opportunities are maximised * Work constructively with external stakeholders such as Airlines, Ground Handlers and AVSEC * Foster positive working relationships with other internal teams such as the Baggage and Terminal Operations Teams | | | | |
| **Health, Safety and** **Wellbeing**  *[standard wording, do not remove]* | * 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. | | | | |
| **Capital Expenditure** Delete lines that are n/a | | | | **Operating Expenditure** Delete lines that are n/a | |
| |  |  | | --- | --- | | Staff Designation | Maximum Financial Authority | | Chief Executive | >$4,000,000 | | Leadership Team | $4,000,000 | | Senior Management | $1,000,000 | | Management | $125,000 | | Administration | $5,000 | | | | | |  |  | | --- | --- | | Staff Designation | Maximum Financial Authority | | Chief Executive | $6,000,000 | | Leadership Team | $400,000 | | Senior Management | $100,000 | | Management | $25,000 | | Administration | $5,000 | | |
| **Financial Authority** Select and complete the appropriate statement | | | | | |
| * *nil* | | | | | |
| **Structure Chart** | | | | | |
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| **Key Challenges** | | | | | |
| Key challenges of the role include:   * Dealing with new system complexity and ambiguity where operations and new system/technology merge * Managing operational change for the merger of a new Individual Carrier System (ICS) into an existing Baggage Handling System (BHS) * Ensuring operational readiness and change is effectively managed in a live operation * Managing an ORAT program when the ICS will be brought into live operations across 5 different stages | | | | | |
| **Key Relationships** | | | | | |
| **Internal** | | | | | **Purpose of contact with this person/s** |
| * Infrastructure Projects Teams * ICS technical delivery team * ORAT team * Senior Manager peers * Terminal and Baggage Operations teams | | | | | * Providing advice and receiving / providing information |
| **External** | | | | | **Purpose of contact with this person/s** |
| * CAA/AvSec * Airline customers of Auckland Airport * Ground Handler Agents (GHA) * Consultants, contractors, and service. * Contracted service providers including those involved in BHS Operations & Maintenance (O&M) * IATA and other Industry Standards and best-practice Operators * BARNZ | | | | | * System support and trouble-shooting * Running CONOPS workshops * Identifying external change impacts and communicating that * Running program wide ORAT across ICS with externals |
| **Person Specification** | | | | | |
| **Qualifications (or equivalent level of learning)** | | | | | |
| **Essential** | | | | | **Desirable** |
| * Bachelor’s degree in a relevant engineering discipline, or equivalent combination of qualifications and experience. | | | | | * Certified engineering professional, or advanced professional qualifications in a relevant specialised engineering discipline. * Formal qualifications or credentials in major asset risk and resilience planning/ management and development. |
| **Knowledge / Experience** | | | | | |
| **Essential** | | | | | **Desirable** |
| * Deep and expert knowledge in and experience of global best practice baggage (or equivalent high-volume systems with advanced process control), as would be expected from at least 10-12 years’ experience in Operational Change Management or Equivalent in Operational Airport Baggage experience * High aptitude for problem solving and adaptability within complex and dynamic environments. Problems that often do not have already defined solutions and of which will need to be developed. * Strong risk awareness, long term planning * Systems thinking, including the ability to identify and understand the impact of diverse influences and factors, on a system and accurately forecast their consequences. * Highly developed influencing skills, including proven success in understanding end-to-end system risk and resilience, and motivating others (including third parties) to action. * Highly developed communication and writing skills to ensure compelling business investment cases. * Well-developed leadership presence, confidence, and self-assuredness. * Intellectual curiosity, and a strong desire to learn as well as share knowledge widely. | | | | | * Knowledge of and experience in the application of Continuous Improvement tools and processes e.g. Lean and/or Six Sigma. |
| **Key Skills / Attributes / Job Specific Competencies** | | | | | |
| **Level** | | | | | **Skill / Attribute / Competency** |
| Expert Level  Advanced  Advanced  Advanced | | | | | Operational Change Management skills  Project Management skills  Communication skills  Relationship Management skills |
| **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. | | | | | |
| **All in**  *Tātou tātou* | | * People first * Seek understanding * Acknowledge others * Empathise and support * Diverse & inclusive | | | |
| **Know How**  *Kōkiri Tahi* | | * 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* | | * 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |