

JOB DESCRIPTION

Job Title	Business Support & Airport Administrator
Tenure / Hours	Part-time – Permanent
Directorate and Work Unit	Leadership Team
Delegations and Budget Responsibilities	As per financial policy
Date	August 2018

ORGANISATIONAL CONTEXT

Invercargill is situated on the south coast of the South Island of New Zealand and is located close to the internationally famous tourist attractions of Queenstown, Fiordland, Stewart Island and The Catlins.

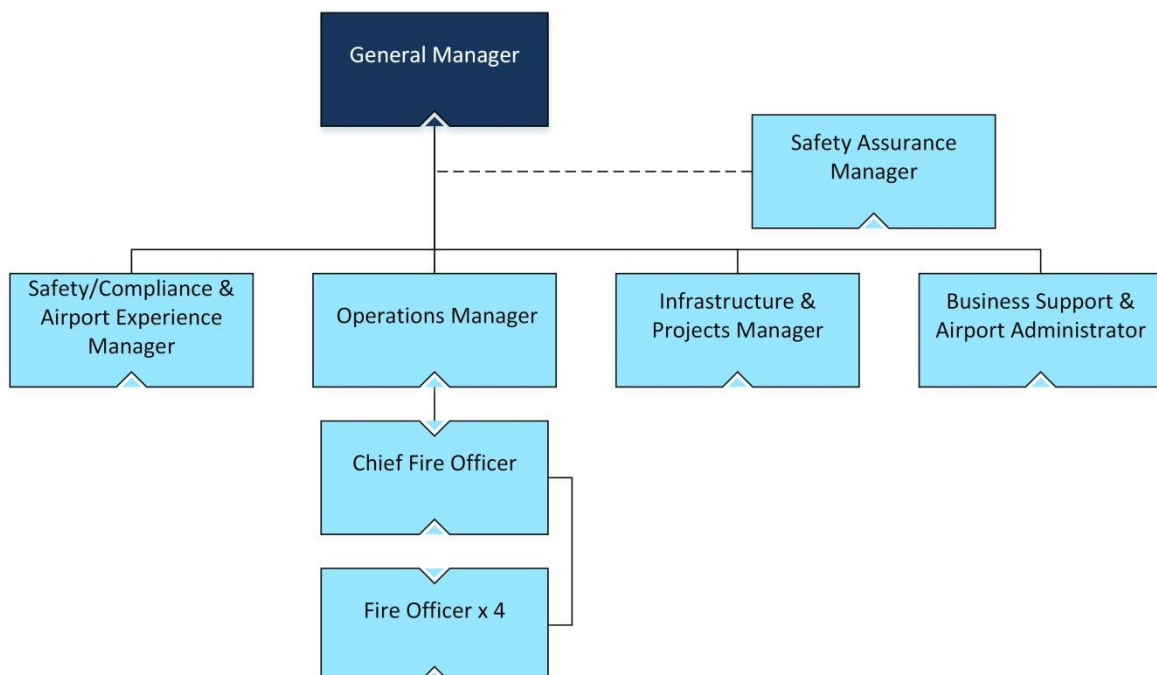
The Invercargill Airport is only 3km from Invercargill's city centre and 28km from South Port in Bluff. Our regular air transport services provide connections to all main airports including scheduled direct flights to Christchurch and Wellington (operated by Air New Zealand), Stewart Island (operated by Stewart Island Flights) and regular national and international charter flights. Approximately 310,000 passengers use the airport facilities annually.

Invercargill Airport also acts as an alternate option for Queenstown Airport during winter ski season and weather diversions.

The airport is certified to accommodate small private international passenger flights and customs inspection and quarantine areas can be made available by prior arrangement.

The airport is a diverse community with many businesses based on the site. All airports are growing all aspects of their businesses. This airport is no different

The Invercargill Airport Ltd (IAL) is a small team with everyone working towards the same goal of a safe, efficient and sustainable business. The airport is a significant asset and the gateway to Southland that the region is proud of; we have the responsibility of keeping it there.



JOB PURPOSE

As the Business Support & Airport Administrator you will be responsible for providing business & administrative support to the General Manager and team at IAL.

Your primary duties of administration, customer service and managerial support are critical to the smooth running of the airport.

In addition, by ensuring the business systems are robust, you will identify opportunities to improve and grow the airport as the premier gateway to and from Southland.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

EXTERNAL

- Guests/Public
- Outside agencies and professional organisations
- Consultants and Contractors
- Airport Users, Tenants, Clients and Licensees.
- Other Airports

INTERNAL

- Other team members in the leadership team.
- Other Invercargill Airport employees.
- Chairman of the Board
- Board members

KEY ACCOUNTABILITIES

Administration

Organise, improve and maintain existing central document filing systems, both manual and electronic, ensuring staff and management knowledge in usage of these.

Establishing and maintaining efficient office systems for (including but not limited to); contacts information, calendars, public relations tracking, monthly reporting, meetings scheduling

Updating the company's details via its website, social media, brochures, advertising publications, phone messages, regulatory publications, associations.

General office upkeep and administration.

Financial reconciliation

YOU ARE SUCCESSFUL WHEN

- The current document management process in place is assessed for suitability. Any resulting changes will be recommended and in place within 12 months and all staff and management versed in its usage.
- All business-critical documents are in the document Management system and easily located.
- All ongoing filing is completed weekly.
- Legal and confidential documents are stored appropriately.
- The airport contact list is maintained and updated when changes occur.
- The public relations log is maintained, and response letters sent.
- Monthly reporting requirements are produced and distributed as required.
- All policy's meet the required review timeframes.
- Computer systems and web design are used proficiently.
- The IAL website is updated regularly with current information and photographs.
- All publications are updated within the timeframes specified.
- Social media pages are actively managed.
- Administration office is organized. Management know where everything is located outside of job holder's usual working hours.
- Adequate inventory of office supplies is maintained.
- Maintenance and repair of office equipment is completed
- The information systems run smoothly. Any faults are reported in a timely manner to the IT provider.
- The lost and found register is maintained.
- You manage, collect and pass on the required data from the ATM, parking system, fuel dispensers, aircraft landing sheets and parking

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
<p>Phone System.</p>	<p>data.</p> <ul style="list-style-type: none"> ▪ You will liaise with Invercargill City Council financial team and airport management in order to reconcile cash and invoices when required. ▪ Invoice and credit card statements are coded correctly. ▪ All monthly invoicing process is completed by the required dates ▪ IAL phone/PABX system is managed correctly.
Managerial Support	
<p>Photocopying/ scanning/ report compilation/ binding/ filing/ mailing as required</p> <p>Preparing meeting agendas, collating documents for meetings, minute taking and concluding minutes</p>	<ul style="list-style-type: none"> ▪ You complete tasks in the time frames requested. ▪ You confirm priorities to ensure the priority work is completed first. ▪ Present reports and documents to a high standard that is visually pleasing and professional. ▪ Meeting preparation is completed on time. ▪ Your minute taking is accurate, grammatically correct and professionally presented.
<p>Travel arrangements for management and staff when required</p>	<ul style="list-style-type: none"> ▪ Travel arrangements are made within the stipulated budget and for the required times.
Reception	
<p>Leading the Customer Services function, including all aspects of parking, terminal management and cleaning contract management.</p>	<ul style="list-style-type: none"> ▪ Every visitor is appropriately greeted. When required, the visitor is directed to the correct manager. ▪ Procedures required by CAA rule part 139 for visitor's airside are followed. ▪ H&S procedures for visitors are followed. ▪ The meeting room booking calendar is maintained and communicated to management. Meeting rooms are set up and broken down appropriately. Visitors are shown to the meeting rooms and their needs are catered for, where possible. ▪ Any queries or concerns from tenants are handled professionally and courteously and are directed to the appropriate manager. ▪ The public relations log is maintained. ▪ Meeting rooms are marketed to ensure maximum utilisation
<p>Respond to parking queries. Operation of the parking system. Issue of annual cards/ exit tickets.</p>	<ul style="list-style-type: none"> ▪ You have built an in-depth understanding and can successfully manage the day to day operation of the parking equipment and management system. ▪ Parking queries or complaints are handled professionally and courteously and are directed in a timely manner to the appropriate manager. Follow up letters to queries or complaints are prepared in a timely fashion. ▪ Annual cards, Stewart Island cards or exit tickets are recorded accurately and card holders are charged correctly. Cash is balanced daily and responsible Manager is kept updated regularly.
Business Support	
<p>Airport growth and projects</p>	<ul style="list-style-type: none"> ▪ Research and/ or information gathering is completed within the time frames requested by the General Manager. ▪ You undertake projects in conjunction with managers and General Manager. ▪ You use a variety of tools to promote, sell and build loyalty for the

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
<p>Critical Business Support</p>	<p>airport as the premier gateway to and from Southland.</p> <p>You provide critical business systems support across the business including:</p> <ul style="list-style-type: none"> ▪ Leasing ▪ Health & Safety ▪ Contractor Management ▪ Learning & Development
Customer Excellence	
<p>Acting as an ambassador for Invercargill Airport, going above and beyond to provide both internal and external customers with exceptional service at all times.</p>	<ul style="list-style-type: none"> ▪ You are regarded as approachable, interested and friendly. ▪ You stop to listen, learn and understand when assisting customers. ▪ Customers recognise they have received the level of support and service they seek. ▪ You take the initiative to improve work practices and to get the best possible outcome. ▪ Problems and complaints are acknowledged, solutions identified and promptly acted upon ▪ Confidentiality policies are met when dealing with customer information.
Teamwork	
<p>Working together as a team to get the job done</p>	<ul style="list-style-type: none"> ▪ You willingly share your knowledge and experience. ▪ Communication is open, honest, appropriate and considerate. ▪ You demonstrate positivity and respect, and support and care for your colleagues. ▪ You demonstrate initiative and commitment to team objectives, actively participating in group activities. ▪ You are open and receptive to change. ▪ You challenge yourself and others to make it better. ▪ You maintain confidences and avoid hurtful gossip.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> ▪ Training and development needs are identified, agreed with direct line manager and implemented annually.
Health and Safety	
<p>Taking all reasonably practicable steps to ensure personal safety and the safety of others while at work, in accordance with Invercargill Airport's Health and Safety policies, procedures and systems.</p>	<ul style="list-style-type: none"> ▪ You understand and consistently meet your obligations under Invercargill Airport's Health and Safety policy/procedures. ▪ You actively encourage and challenge your peers to work in a safe manner. ▪ Effort is made to strive for best practice in Health and Safety at all times. ▪ You self-lead continuous improvement in the Health and Safety Space. You don't wait to be told
Other Duties	
<p>From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.</p> <p>Looking for opportunities to improve systems, processes and work practices – both within your own position and the</p>	<ul style="list-style-type: none"> ▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. ▪ You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make

KEY ACCOUNTABILITIES

organisation as a whole.

YOU ARE SUCCESSFUL WHEN

suggestions for improvement to the organisation as a whole.

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> ▪ Demonstrated ability to learn and grow with an organisation ▪ NCEA level 3 or equivalent in English and Mathematics 	<ul style="list-style-type: none"> ▪ Qualification or working towards a qualification in Office Administration, business systems or a similar field.
Knowledge, Skills and Experience	<ul style="list-style-type: none"> ▪ Demonstrated competence in using Microsoft Excel and Microsoft Word. ▪ Health & Safety knowledge. ▪ Excellent oral and written communication skills. ▪ Excellent letter and report writing skills and correct use of grammar. ▪ Ability to prioritise and co-ordinate a wide variety of tasks. ▪ Experience with general office systems and document management. ▪ Ability to work with a wide range of computer based applications and systems. 	<ul style="list-style-type: none"> ▪ Previous experience using websites and social media would be advantageous ▪ Experience in formatting documents in word and excel. ▪ Previous experience in a property management company or in the aviation industry would be desirable. ▪ Project skills ▪ Marketing and sales skills ▪ Basic accounting skills
Personal Qualities	<ul style="list-style-type: none"> ▪ Must be able to pass an Aviation Security Service background check to obtain and hold a New Zealand Airport identity Card. ▪ Ability to foster and maintain positive relationships with colleagues, suppliers, leases and key stakeholders. ▪ Initiative – Makes active attempts to influence events; self-starting; takes action; is proactive. ▪ Judgement/Problem solving – solution focused; uses data to support all decisions, makes logical assumptions taking into account resources, constraints and organisational values. Commits to the decision. ▪ Accountability – Will take accountability for all decisions they make. Will own outcomes and will learn from any mistakes made ▪ Tenacity and resilience – stays with plan of action until desired objective achieved or is no longer reasonably attainable. Maintains effectiveness in difficult situations. Bounces back. ▪ Integrity – maintains and promotes social, ethical and organisational norms in all activities. ▪ A professional, friendly and helpful attitude at all times. 	

CHANGES TO JOB DESCRIPTION

This Job Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date