

## Job Description

### Job Profile:

Operations Delivery Manager Resource

### Job Code:

A2513

### Job Description Summary:

Lead Airports resource management innovation and excellence, contributing to the development of optimal resource plans that enable the supply of people to deliver to the network operating schedule. Identify improved process and efficiencies, new product introduction and enhancements to achieve improved productivity and utilisation, driving customer improvement within safe, regulatory compliant procedures and acceptable levels of operational risk for the global airport network.

### Key Outputs

- Provide subject matter expertise and guidance across Airports and the wider business to deliver fit for purpose resourcing related processes, plans, procedures, products and tools. Ensuring solutions meet regulations, safety, compliance and standards.
- In conjunction with Workforce Planning and Head of Planning and Delivery, develop, influence and drive the delivery of strategies to optimise the utilisation of Airport operations, with a focus on productivity, flexibility and improving long-term customer, culture and commercial outcomes.
- Provide input and insights into the Airport planning processes and lead discussions to ensure there is appropriate understanding of the trade-offs between revenue generation, cost of resourcing, people engagement, safety, and operational resilience and integrity.
- With support from Senior Manager Operations Delivery, input into strategic objectives for Quarterly Business Review/ Objective and key result planning, change management, operational design, and implementation.
- In conjunction with Workforce Planning and Airports Planning & Delivery team, interpret data for Senior management review to support effective decision making and resource planning, optimisation, training and recruitment.
- Collaborating with Workforce Planning, establish robust and agreed Airport Engagement Standards with appropriate governance processes implemented to manage changes across ports.
- In conjunction with Workforce Planning and Ground Operations Training, ensure policies, procedures, and associated training and resourcing plans and standards are upheld to which the global airport network operates.
- Influence and contribute towards work in Tribes, Squads, and Centres of Excellence to develop business cases, project and feature prioritisation and implementation within key strategic programmes of work.
- Develop and maintain strong relationships with internal stakeholders at a senior management level. Partner with them to deliver commercial, customer and culture goals through effective resource plans and to drive changes that improves resource utilisation.
- Identify opportunities to manage and control annual leave, rostered overtime, and additional work opportunities from workplan forecasts to support the efficient and effective delivery of Airport operational services.
- Engage collaboratively with Unions and Senior Leaders to deliver superior outcomes for Air NZ and for the workforce group.
- Lead and support Airport leadership and wider business to effectively implement resourcing projects and validate suggested improvements from Workforce planning, from change management through development and deployment of processes, tools and products.
- Act as trusted and credible advisor to all Airports both on and offshore in Airports resourcing related activities to ensure consistency and integrity is applied in practice.

- Contribute resourcing expertise and guidance to the Airports group to achieve defined task timings for service delivery in the Airport environment.
- Lead continuous improvement to leverage cost and efficiency gains, introduce new product and technology.

**Work Experience**

- 3+ years broad-based airport operations experience, resource management experience preferred.
- Proven effective leadership experience, credibility, and ability to lead significant operational change.
- Strong regulatory industry knowledge preferred in an airline environment.

**Education**

- Relevant aviation or tertiary qualification/s, or equivalent demonstrated experience.