

Employment Opportunity – Transport Security Screening Team leader

Job Brief

Mildura Airport is seeking an outgoing, mature, level-headed, approachable, service driven person to support and lead the Transport Security Screening team.

The goal of this role is to mitigate risk, make air travel a safer, less stressful and a friendlier experience. The supervisor is expected to drive success within this all areas of screening operation.

Mildura Airport's goal is to provide a positive working environment that leads to professional and personal growth of the team.

Some Essential duties and responsibilities

- Performance coach for success
- Annual and probation performance review as per Mildura Airports policies and procedures
- Mitigate and assist with the resolve of TSSO issues
- Support Mildura Airports underperformance guidelines to ensure employee obligation
- Set and achieve high standards of team performance in accordance with Mildura Airports code of conduct, values and performance standards practices
- Actively demonstrate a commitment to Mildura Airports values and behaviours (role model)
- Establish and maintain clear accountabilities within the team and build/maintain team rapport
- Convert Mildura Airports vision and departmental objectives into a team purpose, set goals, set KPIs, whilst working within the budget
- Provide and seek constructive feedback to improve the performance of yourself and the TSSO team
- Develop a team that is open to working with others to achieve results and are sensitive to the impact of the behaviours of others
- Train and assess new recruits as per legislation
- Maintain OH&S aspects of the screening operation

Must be able to

- Always greet the general public, passengers and colleagues in a courteous and professional manner
- Listen effectively to requests and promptly act to assist
- Politely update the general public, passengers of changes within practices that could affect them at the screening point
- Remain friendly and smile, using open body language and soft eye contact
- Where manageable offer queue priority to those people who require it and explain why
- Communicate clearly, remain patient and calm
- Train and coach effectively

Fulfill

- All legislated screening requirements
- Compliance within all related airport polices & practices

Requirements

- Clear drug and alcohol tested
- Eligibility to obtain an Aviation Security Identification Card
- Valid VIC driver's license
- Certificate II in Aviation Transport Protection Passenger Screening and Checked Baggage Screening (desirable)
- Current Cert IV TAE
- Problem solving and solution driven
- Impeccable time management skills
- Supervisor or Team Leader experience