

Ramp Manager

Level	2	Location	Sydney Airport
Department	Ground Operations	Division	Operations
Group	Virgin Australia	Direct Reports	Ramp Duty Manager, Bag Room Duty Manager
Reports to	Airport Manager	Manager once removed	General Manager, Ground Operations

Role Summary

Role purpose

The Ramp Manager is ultimately accountable for the effective management of ramp operations and achievement of Ground Operations performance objectives in airports. The Ramp Manager will lead, motivate and coach a team of Ramp Duty Managers to successfully deliver safe work practices; exceptional customer experience; compliance with regulatory authorities and; budgets and financial outcomes to meet all Virgin Australia corporate targets.

Expertise

Knowledge, Skills and Experience	Must have	Great to have
	<ul style="list-style-type: none"> ▪ Demonstrated safety focus. ▪ Minimum 5 years' experience and competency in airport operations particularly ramp functions. ▪ Proven leadership capability in a multi task, fast paced environment. ▪ Several years' experience managing groups of people ▪ Ability to lead, direct, coach, develop and motivate a team and/or an individual. ▪ High level interpersonal skills with ability to be adaptable and committed in a changing work environment. ▪ Demonstrated capacity for innovative thought and problem solving ▪ Demonstrated administrative ability ▪ Ability to effectively time manage, plan and prioritise tasks. ▪ Financial Awareness – Forecasting, Budgets. 	<ul style="list-style-type: none"> ▪ Previous airline experience in ramp operations ▪ Previous airport leadership experience and formal qualifications in Operations Management and Safety Systems ▪ Demonstrated ability to embrace change positively – take an active role in the change process. ▪ Understanding of WHS, CASA and workplace legislations and regulations ▪ Tertiary qualifications in business or airline management ▪ Senior First Aid ▪ Knowledge of enterprise bargaining agreements and application in the workplace

Accountabilities and Key Metrics

Accountability	Major activities	Performance Indicators
1. Financial	<ul style="list-style-type: none"> ▪ Manage and report on outgoing costs e.g. expenditure of wages, GSE, contracts, training, mishandled baggage to ensure costs are controlled ▪ Oversee manpower planning and support 	<ul style="list-style-type: none"> ▪ Achieve Ramp employment cost reductions including allocated targets ▪ Oversee resources in line with EBA requirements ▪ Ensure GSE repairs and maintenance

Accountability	Major activities	Performance Indicators
	<ul style="list-style-type: none"> ramp resourcing decisions Accountable for ramp team leave liability and absenteeism Seek out efficiency gains and take action to control costs within budget 	<ul style="list-style-type: none"> costs are controlled within budget Reduction in mishandled baggage and associated costs YOY improvement in absenteeism YOY improvement in annual leave liability Further contribution to profitability improvement for GO and/or Ops Division
2. Safety	<ul style="list-style-type: none"> Accountable for ensuring ramp operations comply with all internal and external procedures, regulations and policies Investigate and report on 'near-miss' safety / security / noncompliance incidents or breaches Oversee management and prevention of workplace injury and illness, work cover, return to work / sick leave management plans and physio restrictions Ensure own and team compliance to all safety related training and recurrency requirements 	<ul style="list-style-type: none"> Compliance to all safety related training and recurrency requirements including CICs and V-Learn Contribute to Ground Operations Corporate Scorecard targets for Safety Number of LTI's NIL overdue findings and action responses NIL FOD, PPE, Procedure, DG non-compliance Attendance and or delivery for required internal safety briefings and local safety meetings
3. Operational	<ul style="list-style-type: none"> Accountable for overall ramp OTP - Lead, promote and coach the ramp team to deliver best OTP outcomes Identify issues affecting OTP and implement solutions to remedy Liaise with other areas within the operation to ensure optimal operational performance 	<ul style="list-style-type: none"> Meet or exceed all OTP targets Reduction in controllable delays Contribute to Ground Operations Corporate Scorecard targets for OTP
4. Customer	<ul style="list-style-type: none"> Own the ramp team's contribution and understanding of the guest experience and take action to improve performance e.g. baggage delivery (including priority baggage), domestic / international tranship, cargo, disruption management, groups and charter facilitation Ensure positive image and appropriate behaviours are demonstrated at all times by ramp team members Review and action compliments / complaints 	<ul style="list-style-type: none"> Contribute to Ground Operations Scorecard targets for Guest Experience Achieve guest satisfaction targets including speed and efficiency of getting off the plane, speed and efficiency of bags arriving on the carousel, baggage handled with care, readiness to receive aircraft and compliments / complaints Achieve Priority baggage targets Infield observations
5. People	<ul style="list-style-type: none"> Hold the ramp team accountable for performance Actively demonstrate a fair, honest, open and consistent approach to team leadership and ensure the team is supported Own the performance and development of the Duty Managers ensuring they receive regular performance feedback including yearly review Accountable for escalated performance management and delivery of disciplinary action e.g. Performance Improvement 	<ul style="list-style-type: none"> Achieve engagement survey targets Be visible and provide regular on the job feedback, coaching and recognition Set clear performance expectations, ensuring port targets are translated into individual targets for Duty Managers, Supervisors and team members Provide team members with stretch/development opportunities to those seeking out further challenges Ensure clear succession planning Attrition rates

Accountability	Major activities	Performance Indicators
	Plans, allegations, formal warnings, show cause etc. <ul style="list-style-type: none"> Recognise and reward positive performance and actively participate in local recognition events. 	
6. Process Excellence	<ul style="list-style-type: none"> Support the Airport Manager Develop and manage strategy to ensure cooperation and combined coordination with stakeholders Contribute to continuous improvement initiatives Take a proactive approach in the management and communication of change initiatives. Build positive relationships with all business partners 	<ul style="list-style-type: none"> Meetings and routines established with internal and external stakeholders Conduct periodic reviews of Service Level Agreements. Demonstrated commitment to consistency across airports Understand enterprise bargaining agreement and application Provide regular feedback on enablement (tools and equipment) to do your job

Purpose and Values are relevant to every Virgin Australia team member.

Spirit	Heart	Collaboration	Imagination
Zest for life Positive Energetic Spontaneous Passionate	Genuine Authentic Heartfelt Care Respectful Personal Sincere	Inclusive Together People/people involving Caring for others Engaging Open	Creativity Find Ways Progressive thinking

Key interactions

Internal	All members of the Airport leadership team, All levels in Ramp and Guest Services including counterparts in other ports, Airport Control, LOCO, Compliance and Safety Departments, People Team, Workers Compensation, Training Team, Recruitment Team and Ground Operations Departments as required
External	Local Airport Authority, CASA, Emergency Services, Ground Handling Companies, GSE providers, Toilet and Water Servicers, Other Airline Operators, Engineering, Freight, Re-fuelling, Catering, Casual Labour Contractor, Work Cover related medical providers