

# Runway to Success: Australia's Airport Careers



AUSTRALIAN AIRPORTS  
ASSOCIATION 2024



# INTRODUCTION



The Australian Airports Association (AAA) is the national voice representing the interests of more than 340 airports and aerodromes Australia-wide, from the local country community landing strip to major international gateway airports. Our airport members represent vital infrastructure crucial to the communities in which they operate and for the overall national economy.

Like many other industries worldwide, the Australian airport sector has undergone a seismic transformation in the wake of the pandemic. Before the pandemic, it significantly contributed to the nation's economy, providing employment to thousands of individuals and supporting various auxiliary services, from airlines and hospitality to security and maintenance.

While the aviation industry has always been susceptible to economic fluctuations and external shocks, the global pandemic presented a unique set of challenges, forcing airports to adapt rapidly and make strategic decisions to survive and thrive in a post-pandemic world. One of the most pressing issues facing the Australian airport sector is the workforce constraints resulting from the aftermath of the pandemic.

While the worst of the pandemic may be behind us, the ripple effects profoundly impact the Australian airport workforce. The aviation industry has climbed back to pre-pandemic numbers domestically; however, it grapples with workforce and skills shortages that must be addressed to ensure future growth and stability.



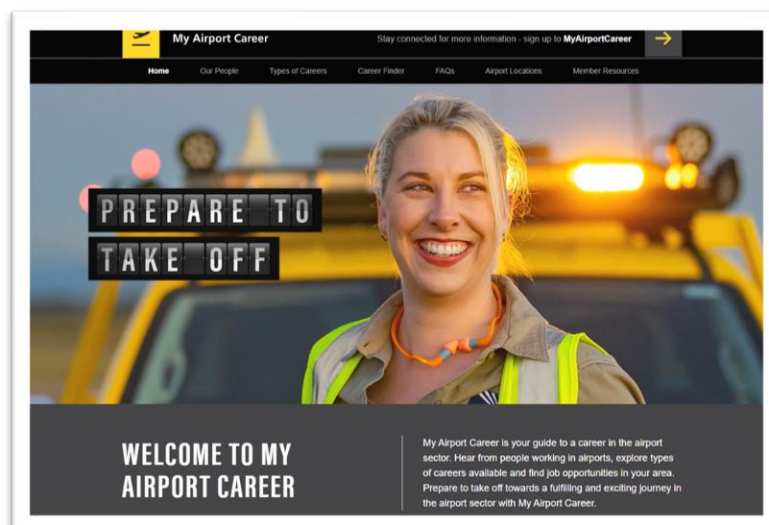
# BACKGROUND



## Introduction

Airports are much more than transit hubs; they are vital centres for employment that span a variety of unique and essential roles. This report delves into the significance of aviation careers, the varied opportunities available, the skills utilised, and the diversity of Australian airports, and illustrates what a typical day looks like for different aviation professionals. This guide is tailored for individuals considering an aviation career who may need to learn the various roles available beyond the flight deck and cabin crew.

If you're considering an airport career, checking out [MyAirportCareer](#) is a great start. It's a resource-packed site that offers a detailed look at various roles you can pursue, from operations and security to customer service. You'll find real stories from people currently in the field, which can give you a genuine feel of what working at an airport involves. Plus, a handy job search tool lists current openings, helping you find opportunities that could be your stepping stone into the industry. The site also offers educational resources to help you understand the skills and training you might need. Whether you're just curious or seriously considering a career at an airport, [MyAirportCareer](#) could provide the guidance you need to take that first step.



## Why Airport Careers Matter- Key Contributions

- **Economic Driver:** Airports significantly contribute to local and national economies through direct and indirect employment.
- **Safety and Security:** Every role at an airport ensures the safety and smooth operation of air travel, impacting millions of passengers annually.
- **Operational Efficiency:** Efficient airport operations enhance the passenger experience, ensuring comfort and safety.

Airports are complex operations, with hundreds of businesses and agencies working together to keep our community flying – but how do we, as airports, ensure our passengers have a seamless journey?

Getting passengers to the airport – we collaborate with the government to promote easy access, no matter how people choose.

In the terminal – we provide the infrastructure that gets passengers on their way faster. We work in partnership with airlines to build automated check-in and bag-drop facilities. We work with retail tenants to create shopping and retail precincts that meet community expectations and keep the terminals clean, welcoming, and easy to navigate.



On the airfield – we are constantly investing in airfield infrastructure. We construct new gates to welcome new-generation aircraft and facilitate growth. Our runway projects increase capacity, while vital ground power projects deliver sustainable benefits.

Safety and Security – As the gateway to Australia, safety and security underpin all aspects of airport operations. We work closely with Government agencies and security providers to implement legislative requirements and keep the travelling public safe.

Economic Contribution – Australian airports add \$34.6 billion annually to the Australian economy. Our significant airports drive growth for their states and territories, connecting people, businesses, and communities.

Freight – We play a critical role in Australia’s freight network. We create new markets for Australia’s export industry and ensure Australia’s best produce can be shared with the world.

Airports create a strong and vibrant economy, supporting a wide range of industries



**Primary**  
Facilitating the export of agriculture and mining products



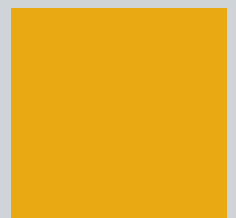
**Manufacturing and construction**  
Facilitating trade throughout the supply chain



**Services**  
Supporting retail trade, transport and distribution, entertainment and tourism



**Knowledge economy**  
Connecting creative industries, financial and professional services, education, information media and communication



# DIVERSITY OF AIRPORTS IN AUSTRALIA

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## Major International Airports

Australia's major international airports, such as those in Sydney, Melbourne, and Brisbane, operate on a massive scale, managing vast amounts of international and domestic traffic. These hubs support many specialised roles owing to their high passenger volumes and the complex nature of their logistical operations. The extensive scope of services offered at these airports means abundant employment opportunities across various sectors, including technical engineering, security, customer service, and management. The environment at these airports is fast-paced and demands a high level of expertise and specialisation, reflecting the sophisticated infrastructure and advanced technology in place.

## Smaller Regional & Mid-sized Airports

In contrast, smaller regional airports serve as crucial links to Australia's rural and remote parts. These airports, often located in areas like Broome, Western Australia, or Wagga Wagga, New South Wales, are essential for the connectivity of local communities and play a significant role in regional development. Due to their locations, these airports typically have smaller teams and offer more generalised roles. The nature of being in a remote or rural setting means that employees at these airports need to be versatile, often handling multiple aspects of airport operations, from ground handling to customer service and emergency responses.

The challenges these regional airports face include attracting and retaining skilled personnel, as the remote locations can deter potential employees used to urban amenities. Additionally, the smaller scale of operations can limit professional development opportunities compared to their larger urban counterparts. However, these roles often provide a closer-knit community and a greater sense of involvement in the airport's operations.

The distinction between the bustling, diverse ecosystems of Australia's major airports and the community-centric, multifaceted roles of regional airports illustrates the broad spectrum of careers available within the aviation industry. Each type of airport offers unique opportunities and challenges, catering to a wide range of skills and career aspirations, making the aviation sector a dynamic and exciting field of work.

# WHY CHOOSE AN AVIATION CAREER?

Working in aviation offers a unique and rewarding career path with opportunities to impact the exciting world positively.

**Gateway to the World:** Airports are travellers' first contact points, where you help shape their journeys and create memorable experiences as they explore new cultures.

**Diverse and Dynamic Environment:** Airports are bustling hubs where you interact with a global mix of people daily, enriching your work life. Working at an airport exposes you to various cultures and languages, broadening your understanding of the world.

**Variety of Roles:** Airports provide numerous career paths across security, operations, customer service, and management, catering to interests in technology, aviation, hospitality, or logistics. The wide range of roles also offers unique opportunities to learn many skills and try a variety of roles to enhance your career progression. Every day is different, making going to work an exciting experience.

**Teamwork and Collaboration:** The complex airport ecosystem requires teamwork to ensure operations run smoothly, enhancing service and fostering camaraderie.

**Continuous Learning:** The ever-evolving aviation industry offers ongoing personal and professional growth opportunities through technological advancements, security, and customer service.

**Problem Solving:** Airport roles often involve tackling unexpected challenges, such as weather delays or logistical issues, enhancing your problem-solving skills.

**Career Progression:** Starting in entry-level positions, the industry offers clear paths to advance to senior roles for dedicated and hardworking people.

**Safety and Security Contribution:** Your role is crucial in maintaining the safety and security of travellers, providing a deep sense of fulfilment.

**Pride in Service:** Assisting travellers and ensuring they have a positive experience offers immense job satisfaction.

**Innovation and Technology:** Airports are at the forefront of technological innovations to enhance efficiency and improve passenger experiences, keeping your role exciting and intellectually stimulating.

**Job Stability:** The aviation industry is vital to the global economy, providing stable employment opportunities.



# DIVERSE CAREER OPPORTUNITIES AT AIRPORTS



The aviation industry offers a myriad of dynamic career opportunities. Each role is crucial in maintaining the functionality and safety of airport operations, providing diverse pathways for employment and career advancement. In addition to cockpit and cabin crew, aviation careers can include, but are not limited to:

## **Baggage Handlers**

Efficiently managing the luggage flow, Baggage Handlers ensure that every luggage reaches its rightful destination promptly. Their role is fundamental in enhancing the passenger experience by carefully minimising delays and handling luggage.

## **Aircraft Refuellers**

Tasked with a critical aspect of aircraft turnaround, Aircraft Refuellers manage various aircraft's safe and accurate fuelling. Adhering to stringent safety protocols, they ensure that flights depart with the necessary fuel loads for their journeys.

## **Quality and Compliance Specialists**

These professionals ensure that all airport activities comply with regulatory standards and enhance operational quality. Through audits and ongoing monitoring, they maintain high safety standards and contribute to continuous improvement in airport operations.

## **Check-in Staff**

As the first point of contact for passengers, Check-in Staff are essential in facilitating a smooth check-in process, handling ticketing, and addressing any initial passenger inquiries or issues. They set the tone for the passenger experience through their customer service.

## **Aviation Security Screeners**

These security professionals ensure the safety of all passengers by screening individuals and baggage for prohibited items. Their vigilance keeps the skies safe and maintains the integrity of air travel.

## **Air Traffic Controller**

Playing a crucial role as the guardian of the Australian sky, an Air Traffic Controller manages the safe and orderly flow of aircraft into, out of, and between airports throughout Australia and with overseas regions adjoining Australian airspace. In addition, controllers also provide information and assistance to pilots during in-flight emergencies.

## **Aviation Rescue Fire Fighter**

Providing an exciting and rewarding career, an Aviation Rescue Fire Fighter rescues people from an aircraft that has crashed or caught fire. They can assist with evacuating people in life-threatening situations, administer first aid during emergencies, protect property and people and much more.

For individuals passionate about aviation and customer service, the airport sector offers numerous paths to develop a fulfilling career.

By understanding and promoting these diverse roles, we aid in workforce development and enhance the operational excellence and service quality that are hallmarks of our industry.

Any person at an aerodrome must be able to obtain and maintain an Aviation Security Identification Card (ASIC) – more information on ASIC application can be found by visiting [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

# A DEEPER LOOK INTO AIRPORT ROLES



This next section provides further available roles and includes more details.

## GENERAL MANAGER AIRPORT OPERATIONS

### About the Role

A General Manager of Airport Operations oversees the assessment, evaluation, and coordination of daily airport operations at an aerodrome. They must also ensure that the aerodrome complies with aviation regulations and procedures within one of the most dynamic and constantly evolving workplaces available.

The job is multi-faceted, fast-paced, and vital to aviation safety. Large airports serving commercial airlines need managers to oversee several departments. Still, smaller airports may need their managers to be more hands-on with finance, security, maintenance, and more.

### Key Responsibilities and Skills

As previously stated, airport operations management is a dynamic career that requires an individual to have a solid working knowledge in many areas of the airport environment.

Airport operations managers are expected to interact directly with pilots, air traffic control tower personnel, tenants, emergency crews, the regulator, and the public.

Managers must also perform security and safety inspections in line with Commonwealth Legislation. Airport operations managers must maintain a detailed record of all operations, and it is their function to enforce airfield driver safety regulations.

They must also execute modifications or improvements to the airfield's daily operations. Lastly, part of an airport operations manager's is to monitor the skill level of staff and determine their training needs.

An airport operations manager should have management skills and knowledge of the airport systems. Many Australian and New Zealand tertiary institutions offer bachelor's degrees in aviation management, which cover both the business and operational aspects of running an airport, such as:





- Airline planning and operations
- Aviation mathematics
- Airport planning
- Aviation Business Strategies
- Human Factors
- Project management in aviation
- Safety Management Systems
- Civil Aviation Safety Authority Regulations
- Flight operations for Managers

## MANAGER AIRSIDE OPERATIONS

### About the Role

A Manager of Airside Operations oversees and manages various operations within an airport's airside area. The airside area is the airport portion where aircraft are parked, loaded, unloaded, and taken off or landed. This role involves ensuring that airside operations run smoothly, efficiently, and safely to facilitate aircraft movement and maintain compliance with aviation regulations.

The role of a Manager in Airside Operations requires strong organisational skills, attention to detail, decision-making abilities, and the ability to handle high-pressure situations. This role is vital in ensuring the safe, efficient, and timely movement of aircraft, which is essential for the overall functioning of the airport and the aviation industry.

### Key Skills and Responsibilities

Safety and Security Management: Ensuring the highest levels of safety and security are maintained within the airside area. This involves coordinating with various teams, such as air traffic control, ground handling, security, and maintenance, to minimise risks and respond effectively to emergencies.

Aircraft Movement Coordination: Managing aircraft movement on runways, taxiways, and aprons to prevent congestion and ensure efficient aircraft turnaround times. This includes coordinating aircraft pushback, taxiing, and parking.

Apron Management: Overseeing the allocation of aircraft parking stands and gates to optimise space usage and minimise delays. This includes coordinating aircraft positioning for loading, unloading, and maintenance.

Ground Services Coordination: Collaborating with ground handling teams to ensure timely and accurate services such as fuelling, catering, baggage handling, and passenger boarding.

Airside Infrastructure Maintenance: Ensuring that runways, taxiways, aprons, and other airside infrastructure are adequately maintained and inspected according to aviation standards.

Environmental Compliance: Implementing and monitoring ecological policies and practices to minimise the impact of airside operations on the surrounding environment, including noise and emissions.

Emergency Preparedness: Developing and implementing emergency response plans for airside incidents such as aircraft emergencies, fires, and hazardous material spills, conducting regular drills and training exercises to ensure readiness.

Regulatory Compliance: Staying updated on aviation regulations and standards set by relevant aviation authorities to ensure that all airside operations adhere to legal requirements.

Collaboration and Communication: Working closely with various airport departments, air traffic control, airlines, and other stakeholders to ensure effective coordination and communication for seamless operations.

Performance Monitoring and Reporting: Collecting and analysing airside operations data to identify improvement areas, enhance efficiency, and maintain high service levels.

People Management: Leading and managing a team of airside operations staff, including training, performance evaluation, and scheduling.

Project Management: Overseeing projects related to airside infrastructure development, upgrades, and improvements.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Firearms Licence
- Current drivers' licence
- Aviation Security Identification Card (ASIC)
- Authority to Drive Airside (ADA)



## AIRPORT EMERGENCY MANAGEMENT

### About the role

An Airport Emergency Management Professional is responsible for developing, implementing, and coordinating emergency management plans and procedures at an airport to ensure the safety of passengers, employees, and the surrounding community during emergencies or crises. This role is crucial in preparing for and responding effectively to potential emergencies that could impact airport operations.

This role demands a strong understanding of emergency management principles, practical communication skills, and the ability to remain composed and make critical decisions under pressure.

### Key Skills and Responsibilities

Emergency Planning: Develop comprehensive emergency response plans and procedures tailored to the unique challenges of an airport environment. This includes plans for aircraft emergencies, fires, hazardous material spills, natural disasters, security breaches, and medical emergencies.

Coordination and Collaboration: Collaborate with various airport departments, airlines, air traffic control, local government agencies, law enforcement, fire departments, and other relevant stakeholders to ensure a coordinated and effective response to emergencies.

Training and Exercises: conduct regular training sessions and simulation exercises to prepare airport personnel and external responders for various emergencies. This helps ensure that everyone knows their roles and responsibilities during a crisis.

Emergency Response Team Management: Establish and manage emergency response teams, which may include firefighters, medical personnel, and specialised teams to handle hazardous materials, search and rescue, and more.

Risk Assessment: Identify potential hazards and vulnerabilities at the airport and develop strategies to mitigate these risks. This involves analysing factors such as airport layout, operations, and local environmental conditions.

Communication: Establish effective communication protocols for internal and external stakeholders, including passengers, employees, media, and the public. Timely and accurate communication is critical during emergencies to provide information and instructions.

Resource Management: Ensure necessary resources, such as equipment, personnel, and supplies, are available and adequately allocated for emergency response activities.

Regulatory Compliance: Stay updated on aviation regulations and industry standards related to emergency management and ensure that the airport's emergency plans and procedures comply.

Incident Command: Assume a leadership role as part of the incident command structure during

emergencies, making critical decisions, delegating tasks, and coordinating response efforts.

Post-Incident Assessment and Recovery: After an emergency, assess the effectiveness of the response and identify areas for improvement. Work on recovery efforts to restore normal operations as swiftly as possible.

Continuity Planning: Develop business continuity plans to ensure that essential airport operations can continue during and after an emergency. This includes planning for disruptions to power, water, and communication systems.

Community Engagement: Engage with the local community to inform them about emergency procedures, address concerns, and maintain open lines of communication.

Data and Documentation: Maintain accurate records of emergency drills, training, incidents, and response actions for regulatory compliance and continuous improvement.

Crisis Communication: Develop strategies for communicating with the media, public, and relevant authorities during and after emergencies to provide accurate information and manage public perception.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Current drivers' licence
- ASIC
- ADA

## AIRPORT PLANNER

### About the Role

An Airport Planner is responsible for assessing passenger demand and planning airport facilities ranging from terminal infrastructure, runways, car parking, and sometimes off-airport precincts. They may also be required to gain buy-in from airport management, local government and the public to facilitate these plans.

### Key Skills and Responsibilities

Most federally leased airports in Australia are subject to a planning framework in the *Airports Act 1996* (the Airports Act). As part of the planning framework, airports are required to prepare a Master Plan that incorporates an Environment Strategy. The Master Plan is a 20-year strategic vision for the airport site, renewed every five years. The Master Plan includes future land uses, types of permitted development, and noise and environmental impacts.

The Environment Strategy sets out the airport's strategy to manage environmental issues within five years and beyond. It is the basis on which the Commonwealth measures the environmental performance of airports and the document by which airport tenants will determine their ecological responsibilities.

Airport planning requires a potent mixture of analytics and communication skills, as well as a good understating of the role of airports in the air transport industry, the evolving nature of ownership and management of airports, the regulatory and planning requirements applicable to airports and the design parameters applicable to new and developing airports.

An academic background in civil engineering, architecture, urban planning, or environmental engineering is a great start to complement on-the-job learning.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Current drivers' licence
- ASIC
- ADA



## WORKS SAFETY OFFICER

### About the Role

A Works Safety Officer at an airport oversees and promotes safety practices in construction, maintenance, and other work-related activities within the airport environment. Their primary goal is to ensure that all work and projects comply with safety regulations, industry standards, and best practices to minimise risks to personnel, assets, and the public.

A Works Safety Officer is critical in maintaining a safe working environment for construction, maintenance, and other work activities at the airport. Their efforts contribute to preventing accidents, protecting the well-being of workers and the public, and minimising disruptions to airport operations.

### Key Skills and Responsibilities

Safety Policy Development: Develop and implement safety policies, procedures, and guidelines specific to construction, maintenance, and other work activities at the airport.

Risk Assessment: Identify potential hazards and risks associated with work activities, assess their severity and likelihood, and implement measures to mitigate or eliminate them.

Regulatory Compliance: Ensure that all work activities adhere to relevant safety regulations, codes, and standards of aviation authorities and occupational safety agencies.

Safety Training and Education: Organise safety training programs and workshops to educate personnel, contractors, and subcontractors about safe work practices, equipment operation, and emergency response procedures.

Worksite Inspections: Regularly inspect worksites to ensure that safety protocols are followed, personal protective equipment (PPE) is used appropriately, and worksites are free from potential hazards.

Incident Investigation: In the event of accidents, injuries, or near-miss incidents, conduct thorough investigations to determine the root causes and recommend corrective actions to prevent future occurrences.

Emergency Preparedness: Develop emergency response plans and procedures for work activities, ensuring workers know how to respond to emergencies such as fires, chemical spills, and medical incidents.

Worksite Audits: Perform safety audits and reviews of worksites to identify areas for improvement and ensure ongoing compliance with safety standards.

Safety Communication: Facilitate clear and effective communication of safety protocols and guidelines to contractors, subcontractors, and other relevant parties involved in work activities.

PPE: Ensure that appropriate PPE is provided to workers and that they are trained in its proper use and maintenance.

Safety Reporting: Maintain records of safety incidents, inspections, audits, and safety training activities. Generate reports on safety performance and trends for management review.

Contractor Management: Collaborate with contractors and subcontractors to ensure that their work plans align with airport safety requirements and that they have the necessary Safety protocols in place.

Continuous Improvement: Identify opportunities for improving safety practices and contribute to developing a culture of safety awareness and accountability.

Stakeholder Collaboration: Work closely with various departments within the airport, regulatory authorities, contractors, and external safety agencies to ensure a comprehensive approach to worksite safety.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Firearms Licence
- Current drivers' licence
- ASIC
- ADA
- Certificate III in Aviation (Ground Operations and Service)



## AERODROME REPORTING OFFICER

### **About the Role**

An ARO has a specialised role within the aviation industry, and it is responsible for providing critical information about the condition of an aerodrome to ensure safe aircraft operations. AROs work at airports and play a key role in maintaining the safety and efficiency of air traffic.

AROs are essential to maintaining aircraft's safe and efficient movement at aerodromes. Their accurate and timely information helps pilots make informed decisions, minimises risks, and contributes to the overall safety of aviation operations.

### **Key Skills and Responsibilities**

Weather Reporting: Collect, analyse, and report current weather conditions at the aerodrome. This includes information on wind speed and direction, visibility, cloud cover, temperature, and significant weather phenomena like thunderstorms or fog.

Runway Conditions: Assess the condition of runways, taxiways, and aprons in terms of their friction, contamination (such as ice, snow, or water), and general surface condition. This information is crucial for pilots to make informed decisions during take-off, landings, and taxiing.

Aerodrome Inspections: Regularly inspect the area to identify and report any hazards or obstacles that could affect aircraft operations, such as debris on runways or wildlife activity.

Lighting and Navigational Aids: Monitor and report the status of runway lighting, approach lighting systems, and other navigational aids to ensure they function correctly and aid safe aircraft movement.

Notices to Airmen (NOTAMs): Issue NOTAMs that provide essential information about the aerodrome's status, such as changes in runway conditions, closures, equipment malfunctions, or other hazards.

Emergency Coordination and Response: Coordinate emergency responses, such as notifying emergency services in aircraft accidents or fires on the aerodrome. Assist in emergency response and coordination efforts during incidents, accidents, or unexpected situations that could impact airport operations.

Coordination with Air Traffic Control: Communicate directly with air traffic controllers to provide real-time updates on weather conditions, runway status, and other relevant information that could impact aircraft operations.

Communication with Pilots: Communicate directly with pilots, providing them with critical information before departure, during flight, and upon arrival. This helps pilots make informed decisions about flight paths and approach procedures.

Safety Advocacy: Contribute to the overall safety culture of the aerodrome by raising awareness of safety issues, promoting adherence to regulations, and participating in safety training and programs.

Regulatory Compliance: Ensure that all activities and reports follow aviation regulations and standards set by relevant authorities.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Firearms Licence
- Current drivers' licence
- ASIC
- ADA
- Certificate III in Aviation (Ground Operations and Service)

## WILDLIFE HAZARD MANAGEMENT SPECIALIST

### About the Role

A Wildlife Hazard Management Specialist at an aerodrome is responsible for identifying, assessing, and mitigating the risks posed by wildlife to aircraft operations. Airports are vulnerable to wildlife-related hazards, such as wildlife strikes, which can damage aircraft and pose risks to passengers and crew. Wildlife Hazard Management Specialists play a critical role in ensuring the safety of aviation operations by implementing strategies to minimise these risks.

Wildlife Hazard Management Specialists liaise with various departments at an aerodrome, such as the operations team and environment team, as well as other stakeholders, such as local and state government and private landowners, to provide a holistic approach to wildlife hazard management at and in the vicinity of aerodromes. They use their understanding of wildlife biology and aviation operations to reduce wildlife attraction at an aerodrome and its surroundings and reduce wildlife strike risk and wildlife-aircraft conflict.

### Key Skills and Responsibilities

Wildlife Surveys and Monitoring: Conduct regular surveys on and within 13km of an aerodrome to identify species of wildlife present, behaviour observed, habitat utilised and associated attraction sources, and population trends and migratory patterns.

Risk Assessment: Evaluate the risk wildlife poses to aircraft operations and identify mitigation strategies. Consider factors such as species size, flight patterns, and attraction to airport environments.

Habitat Management: Implement strategies to modify or manage habitats that attract wildlife to the aerodrome, such as controlling vegetation growth, reducing standing water, and removing food sources.

Wildlife Deterrence: Develop and implement methods to deter wildlife from airport areas, including visual and auditory deterrents such as lights and sirens and trained dispersal dogs.

Wildlife Control: In cases where wildlife poses an imminent threat, coordinate efforts to capture, relocate, or manage wildlife populations to reduce risks to aviation safety.

Education and Training: Train airport staff, pilots, and ground personnel on recognising and responding to wildlife hazards. Promote a culture of awareness and reporting.

Airfield Inspections: Regularly inspect runways, taxiways, aprons, and surrounding areas for signs of wildlife activity and implement corrective actions as needed.

NOTAMs: Issue NOTAMs to notify pilots of wildlife hazards or unusual wildlife activity that could affect flight operations.

Data Collection and Analysis: Maintain records of wildlife sightings, strikes, and mitigation efforts—Analyze data to identify trends and areas that require increased attention.

Stakeholder Engagement: Collaborate with wildlife experts, environmental agencies, airport staff, airline and ground personnel, private landowners, and local authorities to ensure that wildlife management efforts align with conservation regulations and best practices. Engage with local communities and stakeholders to raise awareness about the importance of wildlife hazard management and encourage responsible behaviour that reduces wildlife attractants.

Research and Innovation: Stay updated on advancements in wildlife management techniques and technologies and implement innovative solutions to mitigate wildlife hazards.

Emergency Response: In the event of wildlife-related incidents, collaborate with emergency response teams to assess the situation, implement necessary measures, and minimise disruptions to airport operations.

Wildlife Hazard Management Plans: Develop comprehensive wildlife hazard management plans that outline strategies for preventing and mitigating wildlife-related risks at an aerodrome.

Significant Strike Investigations: Perform investigations following significant wildlife strikes at an aerodrome to identify how the strike occurred and why a wildlife species operated in the same airspace at the same time as an aircraft to implement mitigation strategies to prevent reoccurrence.

Regulatory Compliance: Ensure that all wildlife management activities adhere to aviation regulations, environmental laws, and the aerodrome's Wildlife Hazard Management Plan.

The following qualifications and licences are a great place to start:

- Radio Telephone Operators Proficiency Certificate (former Flight Radio Telephone Licence)
- Firearms Licence
- Current drivers' licence
- ASIC
- ADA
- Bachelor's degree in environmental science, Wildlife Biology, or similar qualification

## Screening Officer

### About the Role

A Screening Officer has a critical role in airport operations and is responsible for ensuring the safety and security of passengers, staff, and aircraft. Screening Officers conduct security checks on passengers, luggage, and cargo to prevent prohibited items from entering secure airport areas.

### Key Skills and Responsibilities

**Passenger Screening:** Use advanced imaging technology and manual pat-downs to screen passengers for prohibited items. Ensure compliance with aviation security regulations.

**Baggage Screening:** Operate X-ray machines and other detection devices to inspect checked and carry-on luggage. Identify and handle potential threats, ensuring safety.

**Cargo Screening:** Inspect cargo shipments using various technologies to detect explosives, weapons, and other prohibited items. Ensure all cargo complies with security standards before being loaded onto aircraft.

**Security Checks:** Conduct random security checks and follow protocols for secondary screening when necessary. Maintain a high level of vigilance and attention to detail.

**Regulatory Compliance:** Adhere to aviation security regulations and protocols. Stay updated on changes in security policies and procedures.

**Communication:** Collaborate with other security personnel, airline staff, and law enforcement agencies to address security concerns and incidents. Provide clear and concise information to passengers regarding security procedures.

**Emergency Response:** Respond promptly to security breaches, alarms, and emergencies. Assist in the coordination of emergency responses and evacuation procedures.

**Customer Service:** Maintain a professional demeanour and provide excellent customer service while conducting screenings. Address passenger inquiries and concerns with courtesy and respect.

**Safety Advocacy:** Promote a culture of safety and security within the airport. Participate in training programs and drills to enhance security skills and awareness.

### Qualifications and Licences

- **Certificate II in Transport Security Protection:** Provides foundational knowledge and skills in airport security.
- **Current Driver's Licence:** Required for mobility within the airport premises.
- **ASIC (Aviation Security Identification Card):** Necessary for accessing secure airport

areas.

- **First Aid Certification:** Beneficial for responding to medical emergencies during security operations.
- **National Police Check:** Ensures the Screening Officer has no disqualifying criminal history.

**Screening Officers are essential to maintaining the security and efficiency of airport operations, ensuring a safe travel environment for all passengers and staff.**



## CUSTOMER EXPERIENCE PROFESSIONAL

### About the Role

A Customer Experience Professional at an airport is responsible for ensuring that passengers and visitors have a positive, seamless, and enjoyable experience throughout their journey within the airport. This role is essential in creating a welcoming and efficient environment for travellers while addressing their needs and concerns.

By delivering exceptional service, addressing passenger needs, and creating a pleasant and efficient environment, they contribute to positive experiences that encourage repeat business and promote the airport's reputation.

### Key Skills and Responsibilities

Passenger Assistance: Aid passengers, answer their queries, and address their concerns. This may involve guiding passengers to their gates, helping with check-in, providing information about airport services, and assisting passengers with reduced mobility or special needs.

Customer Service Training: Train and educate airport staff, including frontline personnel, on customer service best practices, communication skills, and dealing with diverse passenger situations.

Customer Feedback Management: Collect and analyse customer feedback to identify trends, areas for improvement, and opportunities to enhance the overall passenger experience.

Queue Management: Develop strategies to manage passenger flow, minimise wait times, and optimise queues at check-in counters, security checkpoints, immigration, and boarding gates.

Service Standards: Establish and maintain service standards for all customer-facing areas of the airport, ensuring that passengers receive consistent and high-quality service.

Passenger Communication: Develop effective communication strategies to inform passengers about flight updates, security procedures, amenities, and other relevant information.

Passenger Amenities: Ensure that passenger amenities, such as seating areas, restrooms, lounges, and shopping and dining options, meet high standards of cleanliness, comfort, and accessibility.

Wayfinding and Signage: Coordinate the design and placement of signage and wayfinding elements to assist passengers in navigating the airport smoothly.

Complaint Resolution: Handle passenger complaints and concerns professionally and empathetically, working to find satisfactory resolutions and identifying opportunities for improvement.

Crisis Management: In disruptions, delays, or unexpected incidents, coordinate communication efforts to keep passengers informed and minimise stress and confusion.

Collaboration: Collaborate with various airport departments, airlines, and vendors to ensure that passenger services and experiences are aligned with the overall airport strategy.

Technology Integration: Implement and leverage technology solutions, such as airport apps and digital kiosks, to enhance the passenger experience and provide real-time information.

Accessibility: Ensure that the airport is accessible and accommodating to passengers with disabilities, including providing accessible facilities, information, and assistance.

Continuous Improvement: Continuously monitor and assess the passenger experience, identifying areas for enhancement and implementing strategies to improve overall satisfaction.

Data Analysis: Analyse passenger behaviour and feedback data to identify trends, preferences, and areas for improvement. Use data-driven insights to make informed decisions.

The following qualifications and licences are a great place to start:

- Current drivers' licence
- ASIC
- ADA

# EDUCATION, TRAINING AND PROFESSIONAL DEVELOPMENT

The aviation industry is growing steadily, and it is becoming increasingly sophisticated. Employers seek qualified aviation professionals with excellent skills and an all-around understanding of the industry's complexities.

Be sure to find a training provider that meets your needs and understands the outcomes you want to achieve at the end of your education journey.

## [University of New South Wales – Airport Operations Management](#)

It includes a wide range of aviation management courses developed in consultation with the industry and aims to develop critical thinking and decision-making skills.

## [Griffith University – Bachelor of Aviation Management](#)

A course that directly relates to job functions in the aviation industry, with second and third-year courses available online. There is an opportunity to undertake a short research project that allows you to contribute to an area in the aviation industry that interests you. An organisation or individual within the aviation industry can sponsor it.

## [Griffith University – Bachelor of Aviation](#)

An accelerated course that allows students to progress into a flying career. Students will be introduced to the sciences in the theory and practice of aviation. It includes navigation, safety management systems and the human factors in aviation.

## [University of Southern Queensland – Bachelor of Aviation \(Aviation Management\)](#)

This course is designed to provide a broad understanding of the industry and detailed knowledge, attitudes, and skills to assist graduates in gaining employment within the dynamic aviation industry.

## [Swinburne University – Bachelor of Aviation Management](#)

This course is designed for those who seek a management role in the aviation industry in Australia or overseas. Students gain a sound professional understanding of the aviation industry and its associated environment and skills in organisational, regulatory, safety, technical, and business management.

## [University of Queensland – Bachelor of Wildlife Science](#)

A course that studies native and exotic wildlife, including amphibians, reptiles, birds and mammals, biodiversity, and human-wildlife interactions. Students gain a sound understanding of

wildlife behaviour and human-wildlife interactions that can be applied to aviation as a Wildlife Hazard Management Specialist, as well as opportunities in research, wildlife management and conservation.

### [Airports Council International Courses](#)

The Airports Council International (ACI) is a world leader in providing airport management and operations education. ACI offers executive leadership, professional accreditation, subject-matter competency, and various web-based courses.

### [International Air Transport Association Courses](#)

The International Air Transport Association (IATA) has courses in airport planning, security, operations and management for senior and junior-level airport professionals. IATA training courses are taught by experienced industry practitioners, providing best practices and skills to help overcome the increased competition in the airport job market.

### [AAA Online Education](#)

The Australian Airports Association has developed interactive and engaging courses that meet regulatory requirements and focus on teaching in a way that ensures strong retention of information and resources that can be accessed when staff are in day-to-day operational airport situations.



# Future of Australian Airports



Over the next two decades, the IATA forecasts that passenger air travel will double.

Routes from and within the Asia-Pacific will see an extra 1.8 billion annual passengers by 2035 – the second-highest global growth rate. This growth should have a flow-on effect on other careers in the field of aviation, making it an exhilarating time to launch a career in this exciting industry.

“The Aviation industry carries over 3 billion passengers a year, carries over 35% of the world's trade (by value) and directly employs almost 9 million people.” – University of Southern Queensland.

Australian airports will likely continue adopting advanced technologies to enhance efficiency, security, and passenger experience. This could include innovations such as biometric security systems, self-service check-in kiosks, advanced baggage handling systems, and more streamlined customs and immigration processes.







# AUSTRALIAN AIRPORTS ASSOCIATION



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