

TERMINAL OPERATIONS MANAGER - WEST PILBARA

Position Level: Manager

Location: Dampier

Effective Date: January 2026

Responsibilities

The Terminal Operations Manager – West Pilbara will provide strategic and operational leadership to ensure the safe, efficient, and reliable delivery of terminal operations across the West Pilbara, including Dampier and Ashburton. The role is accountable for overall performance of port operations, maintenance activities, terminal management, and cargo handling services, ensuring compliance with Pilbara Ports' policies, procedures, legislative requirements, and strategic business objectives. The position plays a critical leadership role in building and maintaining effective collaborative relationships with internal stakeholders, government agencies, industry partners, and commercial operators, supporting productive engagement on matters relating to port operations, performance, and continuous improvement.

Reporting

The Terminal Operations Manager Pilbara West reports to the General Manager Terminal Operations.

Accountabilities

| Result Area | Major Activities |
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| 1. Safety and People | <ul style="list-style-type: none"> • Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes that lead to Pilbara Ports continually improving its safe work environment; physically, psychologically, and culturally. • Lead and implement practices that improve safety and inclusion as outlined in Pilbara Ports Leadership Capability Framework. |
| 2. Integrated Management Systems | <ul style="list-style-type: none"> • Develop and oversee with the systems that ensure Pilbara Ports complies with all applicable codes including all legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security. • Ensure all statutory obligations are met, and standards are achieved. |
| 3. Coordination and Management of wharf and landside activities and assets | <ul style="list-style-type: none"> • Develop and implement strategies, goals and objectives in consultation with the General Manager Terminal Operations to ensure alignment with broader organisational objectives. • Establish and communicate a clear operational vision for port operations, terminal management and maintenance activities with a strong focus on health and safety, operational efficiency, and customer service. • Monitor and manage, day to day Terminal operations to ensure Pilbara Ports are effectively supporting tenant and customer requirements. • Facilitate trade for customers and stakeholders by ensuring all activities are accurately captured, commercialised and appropriately allocated. |

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| | <ul style="list-style-type: none"> • Manage and oversee the implementation of safe and environmentally compliant Terminal operating procedures and practices, ensuring any non-compliance is reported and remedial action is taken. • Ensure stevedore compliance with licence conditions including reporting non-compliance and taking remedial action as required. • Manage works undertaken on site by contractors, suppliers and consultants on behalf of Pilbara Ports, agreed works for other departments. • Oversee and manage the maintenance of facilities in accordance with maintenance requirements to ensure ongoing compliance of assets and infrastructure. • Ensure appropriate staffing, resources and capabilities are in place to meet all terminal operational requirements. • Establish, monitor and report on Terminal performance indicators. • Collaborate with the Asset Management team to assess asset performance and implementing preventative and corrective maintenance measures. • Ensure ongoing compliance with statutory requirements and relevant standards, identifying and escalating non-conformances as required. |
| 4. Stake holder engagement: | <ul style="list-style-type: none"> • Develops and maintains positive relationships with relevant internal and external stakeholders including divisions within Pilbara Ports, State Government, community groups, local contractors, and port customers, as required. • Leads a collaborative and strategic engagement approach with key clients and stakeholders to ensure a strategic alignment across the West Pilbara Terminals. • Establishes and maintains local partnerships and communication networks with internal and external stakeholders to implement the objectives, functions and policies of Pilbara Ports. • Collaborate with internal teams and key stakeholders to develop port growth initiatives, ensuring all planning, considerations and decisions are aligned with and endorsed by the Executive team. • Facilitate the timely and accurate creation of business cases to support growth and development of the West Pilbara Terminals. • Provide reports, advice and recommendations to the Executive team, CEO, Board, (as required) and key stakeholders relating to the West Pilbara. • Remain commercially focussed, identifying new revenue streams or strategic partnerships to grow the Port into the future. |
| 5. Leadership and Management: | <ul style="list-style-type: none"> • Manage the activities of the Terminal Operations Team to support the implementation of strategies, delivery of internal and external projects and maintain stakeholder engagement. • Develop, manage and monitor the Terminal's annual operating budgets, incorporating both Opex and Capex works |

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| | <ul style="list-style-type: none"> • Lead an inclusive and collaborative teamwork culture to produce quality outcomes based on customer service principles and operational excellence. • Promote and actively advocate for a high performing work environment and culture to empower, motivate and develop employees. • Model, promote and demonstrate a genuine commitment to Pilbara Ports values, leadership behaviours and expected deliverables. • Stakeholder manager for identified key agency and cross pillar strategic relationships. • Identify, manage and report, issues pertaining to Pilbara Ports brand, reputation or operational effectiveness. |
| <p>6. Other duties</p> | <ul style="list-style-type: none"> • Resolve operational disputes, issues and grievances with and between port users in accordance with Pilbara Ports policies and procedures. • Oversee the maintenance of oil pollution equipment. • Contribute to the development, implementation and ongoing maintenance of the Port Emergency Response Plans. • Participate in emergency response exercises, security matters and incident management activities. • Deputise for the General Manager Terminal Operations when required. • Undertake other tasks as required by General Manager Terminal Operations |

Selection Criteria

Qualifications:

- Tertiary Qualification in Business (Development)/Heavy Industry and/or significant experience and proven success in a commercial port including experience in shipping, operations, logistics and business management.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports values of Safety, Excellence, Teamwork, Integrity and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity.
- Exhibits a collaborative communication style that actively engages with team members to achieve goals
- Committed to Pilbara Ports' vision to be a global leader in port planning, operations and marine services.
- Excellent interpersonal skills with the ability to manage and build productive relationships with senior management, Pilbara Ports employees, government, and industry stakeholders.

Work Related Requirements:

- High level of interpersonal and representational skill and ability to deal productively with a range of people across all levels.
- Unwavering commitment to an exemplary standard of safety.

- Excellent interpersonal, oral and written communication skills including the ability to achieve outcomes through liaison and negotiation.
- Demonstrated ability to plan for, delegate, and deal with competing priorities whilst monitoring and promoting safety, compliance and risk management.
- High level understanding and ability to operationalise legislation, standards and procedures.
- High standards in personal ethics, professionalism and probity.

Sound computing skills, as well as the ability to gain a Maritime Security Identification Card, and WA Driver's License are prerequisites for this position.