

PILOT OPERATIONS SUPERINTENDENT

Position Level: 7

Location: Dampier

Effective Date: September 2026

Responsibilities

The Pilot Operations Superintendent is responsible for the optimisation and governance of pilotage operational systems, compliance frameworks and supporting processes across Pilbara Ports. The role ensures HELM and associated governance controls are effective, consistently applied and continuously improved to support safe, efficient and compliant pilotage operations. The role provides systems and governance oversight supporting pilotage operations and coordinates the resolution of recurring operational and system issues. The role provides operational leadership for Marine Pilots West Pilbara.

Reporting

The Pilot Operations Superintendent reports to the Pilot Operations Manager.

Accountabilities

Result Area	Major Activities
1. Safety and People:	• 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; both physically and psychologically. • Assist in embedding practices that improve safety and inclusion consistent with Pilbara Ports Leadership Capability Framework.
2. Integrated Management Systems:	• Assist in the development of the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISPO Management Systems including Quality, Environment, Safety and Information Security.
3. Technology and Business Systems:	• Act as the operational reference point and system steward for HELM within pilotage operations. • Ensure HELM is fully operational, consistently used and optimised across Dampier, Port Hedland and future Ports, including data quality, workflows, user practices, reporting and issue resolution. • Analyse system performance and user requirements, recommend and implement approved improvements, and coordinate changes with system owners and service providers. • Maintain relevant system controls, access, records, guidance and assurance evidence, and support users to apply agreed processes consistently. • Coordinate technology applications and equipment associated with pilotage operations, including iPads and PPUs, and maintain accurate asset and access records.
4. Compliance and Governance:	• Provides technical and professional assurance and escalates significant matters.

	• Coordinate and maintain an effective pilotage compliance governance framework across Port Hedland and Marine Pilotage West, including compliance calendars, registers, evidence, assurance activities, action tracking and reporting. • Oversee ISPO administration, audit readiness and close-out of corrective actions identifying gaps and recommending practical improvements. • Interpret and apply relevant operational policies, procedures, codes and statutory requirements, providing detailed advice to stakeholders and referring technical determinations to the accountable authority. • Maintain controlled pilotage procedures, work instructions, plans and operational records, and coordinate timely review by accountable owners. • Monitor upcoming, overdue and recurring compliance requirements and drive timely completion and escalation.
5. Reporting, Analysis and Continuous Improvement:	• Collect, validate and analyse pilotage operational and compliance data to provide detailed reporting, advice and recommendations. • Develop and maintain dashboards and management information that support operational planning, governance oversight and decision-making. • Identify trends, recurring problems, control gaps and improvement opportunities, and implement approved changes that improve efficiency, effectiveness and quality of outcomes. • Coordinate improvement initiatives and projects from concept through planning and implementation within the scope of the role. • Monitor actions, milestones and benefits, and provide timely status and exception reporting.
6. Stakeholder Engagement	• Provides a coordinated interface between Marine Pilots, Deputy Pilot Operations Managers and other operational stakeholders by clarifying issues, facilitating information flow, coordinating agreed actions and monitoring matters through to resolution. • Influence and gain cooperation from Marine Pilots, Harbour Masters, Deputy Pilot Operations Managers, Marine Technical Authority, Marine Operations, training providers, auditors, suppliers and internal business areas. • Facilitate effective cross-port communication, meetings, actions and information flow, using tact and diplomacy where issues are sensitive or competing priorities arise. • Provide operational and administrative support where required, while maintaining the role's primary focus on systems optimisation, compliance governance, problem resolution and cross-port improvement. • Positively represent Pilbara Ports at relevant meetings and forums within the scope of the role.
7. Other duties:	• Undertake other tasks within the scope of the position as directed by the Pilot Operations Manager within the capability and level of the position.

Selection Criteria

Qualifications:

- Relevant tertiary or professional qualification in operations management, business, compliance, governance, engineering, logistics, maritime operations or a related discipline.

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.
- A collaborative communication style that engages others and encourages groups to work together to achieve outcomes.
- A team player who enjoys working with others to achieve organisational goals.
- A continuous improvement mindset and commitment to organisational learning.

Work Related Requirements:

- Demonstrated experience of operations or closely related functional areas within a complex and relevant industry sector such as Ports, transport, logistics or other safety-critical environment.
- Proven capability in continuous improvement relating to business systems, workflows and governance controls. Experience of HELM would be desirable or a comparable operational platform.
- Well-developed analytical and problem-solving capability, including the ability to resolve recurring issues, identify root causes and implement practical improvements.
- Demonstrated experience maintaining compliance frameworks, registers, controlled documents, assurance evidence, audit actions and reporting.
- Demonstrated ability to build strong and productive relationships with key stakeholders including Harbour Master team, Pilots, and Pilbara Ports leaders, gain cooperation and build productive relationships across geographically dispersed operations.
- Experience in reporting and analysing operational information and using data to support decisions and improve outcomes.
- Ability to handle sensitive operational and personal information with discretion.

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 with Pilbara Ports.