

OneSKY Operations Director

Position detail

Position Title	OneSKY Operations Director
Reports to	OneSKY Portfolio Lead
Leadership Classification	MRP4
Group	Deputy Chief Executive Office
Branch	OneSKY
Location	Brisbane, Canberra, Melbourne or Sydney
Effective date	October 2025

Organisational environment

Airservices Australia (Airservices) is a government-owned organisation responsible for the safe and efficient management of 11 % of the world's airspace and provision of aviation rescue fire fighting services at Australia's busiest airports.

Our people are our greatest asset with a dynamic and diverse team operating from locations across the country – from bustling cities to regional and remote locations, including an island. This team keep Australia's aviation industry safe every day of the year, both in the air and on the ground.

We connect people with their world safely – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

Airservices is committed to fostering a culture that is diverse, inclusive, and respectful. We encourage motivated individuals who love what they do, value a service first mindset and embrace a challenge to explore a career with Airservices. In return you will be a valued team member, be offered flexibility and experience a meaningful career in an exciting, ever-evolving aviation industry.

The OneSKY Program is responsible for the planning, development and implementation of Airservices next generation services including the future Civil-Military Air Traffic Management System (CMATS) through the Program – a joint activity with the Department of Defence. The Program also includes the modernisation of interfaces through System Integration and Modernisation Program (SIMP) and the delivery of the Airservices Defence OneSKY Towers (ADOT) Program.

The OneSKY Program is enabling the fundamental organisational and industry transformation required to maximise the benefits and value of the future system as expected by Airservices and Defence customers and stakeholders.

Primary purpose of position

As the **OneSKY Operations Director** you are responsible for providing leadership and strategic direction to deliver a harmonised civil-military air traffic management capability (CMATS). You will lead the transformation and operational change required to transition from legacy systems to CMATS, ensuring readiness across both Airservices and Defence without compromising safety or service standards. Reporting to the Portfolio Lead, you will work with senior leaders across Airservices to ensure effective delivery and alignment with strategic objectives.

Driving transformation and operational change across Airservices and Defence is critical to the success of the OneSKY Program and the implementation of CMATS into sustainment is a key objective of this role.

This role leads the joint transition from current systems to a harmonised national civil-military air traffic management system, ensuring no degradation in safety or service standards. You will work closely with senior management, executives, and operational and technical authorities to ensure organisational readiness and the safe execution of transition activities.

You will be accountable for establishing and maintaining effective configuration controls, including oversight of the exiting Configuration Change Board (CCB) and establishment of an appropriate transition governance board, to support a safe and coordinated transition.

Included in your responsibility is to lead the OneSKY sustainment program into execution in line with the joint transition responsibilities.

In parallel, you will foster strong leadership and collaboration across both organisations and the joint program team—coaching, developing, and sustaining a high-performing, engaged workforce.

Accountabilities and responsibilities

Position Specific

- Provide clear leadership and direction throughout the life of the Program.
- Deliver program coordination capability including, configuration management, information management and project coordinator support
- Lead the delivery of key matrixed enterprise delivery including, Change Management, EPMO and communications
- Ensure that the Program delivers a coherent capability, achieves strategic outcomes and the identified benefits.
- Establish an appropriate governance framework and systems to manage and report on transition, risks, issues and performance.
- Lead transformation initiatives to modernise operational practices and systems in alignment with CMATS objectives.
- Embed change management strategies to ensure the successful adoption of new technologies and harmonised procedures.
- Engage and inform key internal stakeholders at senior levels.
- Development and execution of the Programs various sustainment contracts.
- Facilitate Program assurance, transition readiness and audit reviews.
- Participate in Airservices and Joint Executive-level Program governance forums.
- Ensure benefits realisation plans are in place and tracked to demonstrate the value delivered through transformation.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Lead, coach, develop, and retain a high-performance leadership team with an emphasis on management accountability and a continuous learning culture.
- Inspire and guide teams through transformational change, fostering resilience and adaptability.
- Promote a forward-thinking mindset that embraces operational change and continuous improvement.

- Lead relationship for the matrixed enterprise work packages.

Compliance, Systems and Reporting

- Continuously improve maturity in regard to the implementation of Portfolio, Program and Project Management (P3M) and Asset Management principles in OneSKY.
- Drive implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk, compliance and human resources.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Direct the development, implementation and reporting of safety targets and safe systems of work

Key performance indicators

Efficient, Effective and Accountable

- OneSKY program and transition milestones
- Effective relationships with Defence and suppliers

Commercial

- OneSKY Program budget achievement

Innovative

- Harmonised ways of working for a long-term partnership with Defence
- Encourage and contribute the development of strategic partnerships with key suppliers

Safety

- Compliance with safety, risk, environmental and any other standards

Leadership

- Engagement metrics
- Training and development commitment

Key relationships

- Senior leaders in Airservices
- Key stakeholders in Defence
- Key contacts in Thales

Skills, competencies and qualifications

- Senior management experience in complex program delivery with a track record in successfully delivering time, cost and quality outcomes.
- Exceptional leadership, influencing, stakeholder management and communications skills within a complex governance and stakeholder environment.
- Familiarity with the Australian air traffic management environment to lead and contribute to innovative thinking for joint civil/military operating concepts.
- Demonstrated experience in leading large-scale transformation and operational change programs within complex environments.

- Strong change leadership capabilities, with the ability to influence and mobilise stakeholders toward new ways of working.
- Ability to deliver on organisational priorities in a high-profile and high-demand operating environment.
- Ability to build and maintain productive working relationships with internal and external stakeholders at senior levels.

Leadership performance standards and behaviours

Airservices Leadership Standard of **Know Me**, **Focus Me** and **Value Me** is a clear articulation of how we expect our leaders to lead our people supporting a culture of trust, care, and accountability.

The Airservices value chain operating model provides the basis for cultural reform of Airservices, driven by empowered and accountable leaders working together to deliver results.

This role has a strong people focus where leadership is demonstrated through embedding positive employee experiences and new ways of working across the following:

Lead inclusively

- Lead, coach, develop and retain a high performing team by demonstrating authenticity and engaging our people with a Know Me, Focus Me and Value Me focus
- Every leader in Airservices must demonstrate constructive behaviours aligned with our values and target culture of trust care and accountability.

Think strategically

- Promote, support and guide teams to drive quality delivery whilst shifting mindsets to focus on continuous improvement and transformation.

Collaborate effectively

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.
- Develop and maintain a broad range of relationships to influence within the value chain at an Executive, peer and team level and positively influence internal key stakeholders.

Communicate with impact

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.

Deliver outcomes

- Lead our people effectively to collectively contribute and deliver on Airservices goals by optimising and developing business systems.

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity

- Acting ethically and with care and diligence
 - Complying with all Airservices' policies and procedures, and applicable Australian laws
 - Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest
 - Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.
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