



Service Improvement Change Coordinator

Service Improvement

Position Detail			
Reports To	Service Improvement Lead (various)	Group	Service Improvement
Classification	ASA 6		
Budget Accountability	Service Improvement	Location	Various
Delegations	Per instrument of delegations	Reports	Nil

Organisational Environment

Airservices is a government-owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry. Each year we manage over four million aircraft movements carrying more than 140 million passengers and provide air navigation services across eleven per cent of the world's airspace. Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic control towers at international and regional airports and provide aviation rescue fire-fighting services at 26 Australian airports.

The OneSKY Australia Program is responsible for the planning, development, and implementation of Airservices next generation services including the future civil-military air traffic management system through the Program – a joint activity with the Department of Defence.

Service Improvement (SI) is responsible for the leadership, management, and operationalisation of change programs for ARFFS and air traffic management (ATM). This may also include ensuring the effective assurance of technology, safety and security in delivering ATM and any future systems. Service Improvement is required to enhance service delivery outcomes for our customers.

The branch will leverage off the value chain to:

- Understand new or proposed service delivery changes and enhancements to be introduced and lead the operationalisation of the changes in front line operational areas.
- Identify new and emerging operational risks, develop new risk assessments and liaise with the relevant stakeholders.

SI is optimising capabilities throughout Airservices including One SKY, into practical solutions which benefits Australian airspace users and supporting Air Traffic Controllers through required changes. SI will work closely with, all key stakeholders including, Information Management and Data Services, Service Delivery, CASA, Industry and Defence. These benefits will be achieved through a collection of related projects; airspace change, route optimisation, business continuity, trajectory-based operations, flexible use of airspace, productivity, and efficiency.

Primary Purpose of Position

The Change Coordinator will work as part of the SI Team and will provide coordination support, assistance for the planning and execution of multiple projects as well as analysis activities.

The role will form an integral part of the SI Team; be high-performing and accountable; and continue to deliver Airservices record of safety, environmental, WHS, risk and compliance excellence.

The Change Coordinator will report to the relevant SI Lead as part of the team responsible for realising delivered capability benefits in alignment with the Airservices strategic direction.

Accountabilities and Responsibilities

Position-specific

- Assist the effective planning, management, and delivery of project activities and resources to achieve the required outcome within the projects time, cost, scope and quality expectations
- Assist with the allocation of tasks to project team members and monitor progress to plan
- Review and check project budget expenditure and assist with establishment of financial forecasts and reporting.
- Assist with the creation and ongoing update of project schedules, procurement activities and the management of contracts in alignment with government requirements
- Assist with the creation of project documentation and provide business analysis support relevant to provision of requirements support and clarification throughout a full project development or implementation lifecycle
- Maintain detailed records to manage project data, including various information registers and tracking of project documentation
- Support workshops, interviews, focus groups with stakeholders to elicit, analyse and document business and functional requirements, and management of requirements traceability
- Conduct walkthroughs to validate and obtain approval of business analysis outputs
- Undertake and support testing activities including preparing and executing test plans and cases
- Organise meetings and record meeting minutes
- Support the SI Specialists and projects contribution to the delivery of Program objectives and outcome as an integral member of the team
- Ensure a collaborative delivery approach with internal and external stakeholders, ensuring appropriate communication and organisation change management is in place

People

- Be part of a high-performance team with an emphasis on accountable performance
- Maintain an effective relationship with Airservices and Defence stakeholders to ensure effective coordination of all activities in support of organisational objectives.
- Contribute to a collaborative and inclusive culture within a cohesive team
- Develop and maintain a highly effective working relationship with internal and external stakeholders to ensure open and transparent communication and resolution of project and program related issues

Systems, Safety and Reporting Compliance

- Adhere to enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Demonstrate safety behaviours consistent with enterprise strategies and manage projects in accordance with work health and safety accountability requirements.

Key Performance Indicators

Efficient, Effective and Accountable

- Quality project outputs measured through overall acceptance of outputs by accountable managers and impacted stakeholders

- Collaborates effectively, notably the SI Lead and Specialists
- Builds and maintains effective working relationships
- Takes responsibility for actions and outcomes
- Achievement of Program objectives.

People and Safety

- Effective and collaborative engagement
- Compliance with regulatory standards, safety, risk, environmental and any other standards.

Key Relationships

- ATMSI Lead and the leadership of Service Improvement
- Service Improvement Specialists.
- Defence team members on relevant related projects
- Airservices Portfolio and Program Delivery Team
- Airservices Safety Assurance and Human Factors Lead
- OneSKY Risk team and Program Management Office
- Airservices Safety and Assurance team, Regulatory and Technology Teams
- Airservices Service Delivery team
- Dependent project teams
- CASA

Skills and Competencies

- Demonstrated project/program co-ordination skills and experience
- Project management qualifications and/or relevant experience
- Ability to work effectively under limited supervision and manage competing priorities and timeframes
- Ability to work autonomously and in a team environment to achieve desired outcomes
- Has a strong personal commitment to successfully complete all tasks
- Adaptable to change and ability to identify process improvements
- Demonstrated Business Analysis and ability to develop and present innovative solutions and influence outcomes
- Ability to deliver in a complex environment
- Demonstrated sound judgement and business acumen, with a focus on results in a service delivery environment
- Demonstrated ability to establish and maintain relationships to facilitate partnerships and cooperation
- Ability to work as a team member and contribute to the overall success of a team

Performance Standards and Behaviours

As a member of the SI team you will consistently demonstrate performance standards and behaviours below, that meet Airservices Code of Conduct or similar. 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