



International Programs Specialist

Position Detail			
Reports To	International Programs Manager	Group	Customer External Relations
Classification		Location	Canberra, Brisbane, Melbourne
Reports – Direct Total	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 154 million passengers, and provide air navigation services across 11 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.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

As a leader in the provision of air navigation services, Airservices actively participates in the evolution of Air Traffic Management (ATM) and Aviation Rescue and Fire Fighting Services (ARFFS) global standards and business practices in ongoing efforts to deliver efficient and effective services to our customers. We also work to enhance the safety of air transport in our region assisting our neighbours improve their operations and internal capability. Airservices works closely with the Australian Government, through the Department of Foreign Affairs and Trade (DFAT) and the Department of Infrastructure, Transport Regional Development and Communications, to provide such assistance.

Primary Purpose of Position

The **International Programs Specialist** is responsible for the coordination of Airservices' participation in the work of (a) the International Civil Aviation Organisation (ICAO), in concert with our partners in the Tripartite (Department of Infrastructure and Regional Development, Civil Aviation Safety Authority) and (b) the Civil Aviation Navigation Services Organisation (CANSO). The role is also responsible for the all logistical support and reporting associated with Airservices' work programs that support our neighbours improve their operations and internal capability via Memorandums of Understandings (MOU).

Accountabilities and Responsibilities

Position Specific

- Develop and maintain annual schedule of ICAO/CANSO engagement and MOU activities
- Deliver logistical support to ensure that the international work programs are accomplished within the established time and budget
- Timely and accurate reporting as defined in supporting agreements and internal requirements

- Coordination of Airservices' program of engagement with the ICAO and CANSO including management of interdependencies between the various panel meetings, working groups and committees
- Continual improvement of internal business practices for which the role is responsible in efforts to improve the efficiency and effectiveness of program delivery
- Act as the initial coordination point for Air Navigation Service Providers who wish to engage with Airservices.

People

- Develop and maintain effective working relationships with other Airservices staff who support our international engagement activities.
- Develop and maintain effective working relationships with key external stakeholders from the Australian Government, and other stakeholder groups.
- Work effectively and cohesively with other members of the International Programs Team to ensure continuity and efficiency.

Compliance, Systems and Reporting

- Participate in the production of internal and external reports as required under program management arrangements.
- Ensure that Airservices meets its obligations to the Tripartite in regard to both timeliness and quality of input.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Support Emergency Control Organisation members and actively participate in emergency planning preparedness and response activities

Key Performance Indicators

Efficient, Effective and Accountable

- Delivery of activities, outputs and submissions within the timelines specified by the relevant government department
- Programs delivered within assigned budget and in compliance with organisational standards, eg travel
- Continual improvement of Airservices processes relating to International Engagement activities and reporting

Efficient, Effective and Accountable

- Effective professional relationships with internal and external stakeholders

Commercial

- Ensure timely completion of reporting and financial acquittals, and provide invoices to government within agreed timeframes

Safety

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

Key Relationships

- Government, International and Regulatory Engagement staff
- Airservices personnel
- Enterprise Services Finance
- International Program Officers, Department of Infrastructure, Transport, Regional Development
- Department of Foreign Affairs and Trade officials
- Officials of relevant foreign ANSP's and regulators
- Relevant Australian transport agencies and regulators

Skills, Competencies and Qualifications

- Demonstrated experience in project management
- Demonstrated high level of written and verbal communication skills, and financial acumen
- Demonstrated high level of interpersonal skills, including negotiating, persuading and influencing
- In-depth understanding of aviation international standards as they apply to Airservices
- Ability to work autonomously to handle multiple tasks and meet deadlines
- Ability to manage time effectively and respond to changing circumstances
- Proven ability to challenge existing work practices, and exercise initiative and judgement
- Tertiary qualification in project management and/or International Affairs is highly desirable

Performance Standards and Behaviours

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.