Quality Assurance, Safety & Service Improvement (QASSI) Lead

Position Detail			
Reports To	AFPD/AIM Manager	**Group**	Network Performance and Standards
Classification	MRP2	**Location**	Brisbane, Canberra or Melbourne
Reports – Direct Total	4		

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 156 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 towers at international and regional airports and provide aviation rescue fire-fighting services at 27 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.

Primary Purpose of Position

As Quality Assurance Safety & Service Improvement Lead, you will take a leading role in ensuring Airservices obligations articulated within the ICAO, CASA and Airservices technical and safety requirements and applicable ISO standards are met.

You will drive and maintain the focus on continuous service and quality improvements identified from internal and external audit, ISO accreditation, CASR Part 175 certification compliance, process/practice, and procedure/assurance activities including support of CASR Part 173 compliance and assurance activities. You will collaborate with your team and the broader AIS and AFPD team in seeking advice on how to build capability through quality management initiatives and plans that drive continuous improvement. You will lead your team in the provision of support activities to all software and systems by establishing protocols and process that report and monitor system performance and drive development and improvement with the appropriate vendor.

You will negotiate service outcomes and work productively with vendors and customers while maintaining a commercial focus. You are an integral part of the AIM/AFPD leadership team, operating in a regulated high-performing and accountable team, contributing towards delivering Airservices' service and record of Safety, Environmental, WHS, Risk, Staff Engagement and Compliance excellence.

This role is a Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.

Accountabilities and Responsibilities

Position Specific

- Lead and manage the required functions and activities of the Quality and Service Improvement (QSI) Team, and ensure AIS and AFPD overall compliance with ICAO, CASA and Airservices technical and safety requirements and applicable ISO standards.
- Lead and manage innovation and service improvement, encompassing product development, as well as driving business development and efficiencies to support improvements relating to the AIM/AFPD Business Strategy
- Implement and use monitoring and controls (including sampling) that are effective to provide assurance to the AIM/AFPD Manager.
- Develop trend analysis reports on AIS and AFPD team workload trends and output production.
- Continuously monitor and assess all activities (including training and assessment) in the aeronautical and flight procedure design data chain to ensure processes are compliant, safe, fit for purpose and deliver best outcomes for the business.

- Work with the management team to update procedures and processes in line with trends and standards in aeronautical information and flight procedure design provision.

- Engage and influence internal and external stakeholders and regulatory bodies to progress data and information improvement initiatives, in line with AIS and AFPD strategic objectives.
- Oversee vendor relationship management and address issues as they arise.
- Maintain awareness of industry and regulatory change proposals and AIM domain advances to ensure AIS and AFPD can plan and adapt systems, procedures and processes to meet implementation deadlines.
- Develop guidelines for future delivery of aeronautical information and flight procedure design in line with IMT Strategy and whole-of-government policy and direction.

- Provide the AIS and AFPD team with coordinated support to ensure efficient operations are maintained.

- Develop the team by building individual and team capability.
- Any other support tasks as directed.

People Leadership

- Develop and lead engagement activities as well as reporting, communication, and coordination functions.
- Lead, coach, develop, and retain a high-performance team with an emphasis on creating an accountable performance culture.
- Build and maintain effective working relationships with internal and external stakeholders and customers to ensure there is effective coordination of all activities in support of AIS and organisational objectives.

Compliance, Systems and Reporting

- Lead implementation of enterprise Quality, Assurance, Safety and Service Improvement systems and policies, including Safety, Environmental, WHS, Risk and Compliance.
- Ensure AIS and AFPD compliance with Airservices Governance, Risk and Compliance Framework consisting of Quality Standard, Risk Management and Assurance.
- Ensure AIS and AFPD activities are compliant or in line with guidance contained in CASR Part 175, CASR Part 173, QMS (ISO 9001:2015), ICAO SARPs, PANS-AIM and DOC.
- Manage and maintain oversight of filed differences to ICAO and any other non-compliant aspects of the AIS and AFPD service provision
- Lead, coordinate and undertake audits and assurance activities for CASR Part 175 Compliance, QMS (ISO 9001:2015) Compliance, ICAO SARPs Compliance, PANS-AIM and DOC Compliance.
- Support assurance activities for CASR Part 173 Compliance, QMS (ISO 9001:2015) Compliance, ICAO SARPs Compliance, MOS 173 Compliance, PANS-OPS Compliance and DOC Compliance.
- Ensure AIS work processes abide by the 175 exposition as well as the Operations Manuals, the Quality Compliance Plan and all other local instructions, manuals, and guides.
- Support AFPD work processes ensuring they abide by the 173 exposition as well as the Operations Manuals, the Quality Compliance Plan and all other local instructions, manuals, and guides.
- Understand other regulatory requirements that may impact on AIS and CASR Part 175 and Part 173.
- Ensure the continued education of and application by all AIS and AFPD team members of the Airservices SMS and QMS, as well as compliance to all CIRRIS reporting responsibilities.
- Conduct competency reviews for AIS and support AFPD staff proficiency testing and licensing requirements.
- Chair and report on management review meetings incorporating CIRRIS reporting, investigation reporting and other evidence to enable error trend analysis and reduction.
- Review all reported CIRRIS occurrences and investigation reports and make recommendations for improvement in consultation with the Flight Procedure Chief Designer.
- Provide advice to the AIM, AFPD and NP&S management cohort on threats and mitigation strategies.

Commercial

- Minimise costs and identify and report opportunities for cost savings
- Oversee vendor contracts and manage their ongoing maintenance, driving improvements and efficiencies where possible.
- Work with procurement when and as required.
- Ensure AR/AP invoices are processed in a timely manner.

Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies.
- Ensure documented processes and procedures are compliant and rectify non-conformances that may impact safety.
- Lead the safe provision of air navigation services through keeping up to date with all issues, developments, and technical matters.

Key Performance Indicators

Efficient, Effective and Accountable

- Ensure QASSI activities are up to date and are in accordance with schedule
- Enhances the Units productivity by providing timely and efficient reporting activities

- Takes ownership of issues to ensure resolution in a timely manner
- Provide advice to the AFPD/AIM Manager on global standards and trends in aeronautical information service provision, systems capabilities and improvements.
- Customer satisfaction trending higher.
- Personal and published error rate trending to zero

Commercial

- Manage and support software licencing requirements and upgrades
- Provide advice to the AFPD/AIM Manager on threats to Aeronautical data and information handling and product creation and mitigation strategies
- Maintain vendor contracts and vendor relationship.
- Maintain AR/AP invoices and ensure they are processed in a timely manner.

Leadership, People and Safety

- Demonstrate behaviour required for Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.
- Demonstrate safety behaviours and actions consistent with all published procedures and instructions, in particular the QMS and CASR Part175 and CASR 173 requirements.
- All mandatory training completed and current
- Proactive participation in the identification and reporting of Safety related issues
- Effective engagement with internal and external stakeholders
- Training and development
- Capability improvement and succession planning
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Key Relationships

- AFPD/AIM Manager – to achieve team objectives
- AFPD/AIM Leadership – to achieve unit objectives
- Flight Procedures Chief Designer – to achieve unit objectives and deliverables
- AFPD/AIM Unit team members – to achieve unit objectives
- Stakeholders (internal and external) – provide advice and information as requested
- QSI Team members – support, mentor and lead those with less experience or high workloads

Skills, Competencies and Qualifications

- Demonstrated experience and knowledge of the aviation industry and the use of aeronautical information standards and practices.
- Demonstrated experience in Audit and Assurance.
- Demonstrated ability to understand, review and implement policies, procedures and controls.
- Demonstrated sound judgement, business acumen and decision making, with a focus on efficient operations, compliance and meeting customer and stakeholder expectations.
- Demonstrated ability to drive, deliver and sustain continuous business improvement initiatives.
- Demonstrated ability to maintain a high level of accuracy and an exceptional eye for detail.
- Work productively in a high-pressure environment and manage time effectively to meet strict timeframes in an environment where workload peaks and troughs are commonplace.

- Demonstrated ability to effectively communicate technical concepts and issues to a range of stakeholders (e.g., novice, expert, customers, management, project leads).
- Aptitude and ability to accept responsibility for personal performance and development.
- Strong numerical, written, and verbal communication skills, with a proven ability to effectively communicate technical concepts and issues to a range of stakeholders (e.g., novice, expert, customers, management, and project leads).
- Knowledge and understanding of aeronautical terminology, demonstrated to the equivalent of CASA Basic Aeronautical Knowledge (BAK) level.
- Demonstrated ability to work independently and as a leader of a small team
- Demonstrated ability in planning and activity/task co-ordination to meet strict production deadlines.
- Exceptional knowledge of the concepts and principles of quality management and evidence-based practice in the Aviation industry
- Microsoft Word and Excel skills to an expert level with experience working with other office products.

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 behaviors 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.