

Performance Analyst

Position detail

Reports to	Reporting and Performance Analysis Manager
Classification	Performance Analyst
Group	Chief Operating Officer
Location	Brisbane, Canberra, Melbourne or Sydney

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 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.

Enterprise Portfolio Management Office

Airservices and the aviation industry is undergoing a period of significant change. Our services, processes and systems will undergo transformational change over the next five to ten years to respond and, in some cases, lead these changes. The Enterprise Portfolio Management Office (EPMO), within the Chief Operating Officer group, provides the capability required to support Airservices Transformation Portfolios and BAU functions deliver the programs and projects that form Airservices transformational change plan.

The EPMO is made up of the following streams: Portfolio, Program and Project Controls (P3 Controls); Reporting and Performance Analysis; Standards and Capability Management; and Specialist Services.

Primary purpose of position

The Reporting and Performance Analysis team (within the EPMO) is responsible for defining and embedding the Reporting and Performance Framework as well as periodic and ad-hoc investment portfolio reporting (project, program and portfolio levels) to all levels of the organisation (including Board and ExCo) and for related government reporting.

As a **Performance Analyst** working with others in the Reporting & Performance Analysis Team, you will be involved in identifying key insights, designing and building fit-for-purpose reports, and communicating actionable data-driven insights to the project community. The role is critical in ensuring the continuous improvement of project reporting and performance monitoring across Airservices Australia. The successful candidate will possess strong data skills and the ability to communicate effectively with a diverse range of stakeholders across the organisation.

Accountabilities and responsibilities

Position Specific

- Collaborate with EPMO teams, the portfolio, program and project community, and business units to understand reporting needs and ensure data accuracy and relevance.
- Develop a deep understanding of underlying datasets.
- Work closely with the Senior Performance Analyst to collate and analyse feedback from stakeholders to refine and improve reporting processes and outcomes.
- Assist in the development and enhancement of portfolio, program and project performance reporting, dashboards, and insights to support informed decision-making.
- Update and maintain data models, reports, and visualisations to track key performance metrics across projects, programs and portfolios.
- Support data governance initiatives, ensuring integrity, consistency, and quality of data.
- Provide quality assurance of existing reports by conducting thorough reviews against source data.
- Assist training efforts and create supporting materials to provide guidance on data insights, reports, and tools for stakeholders.
- Identify trends, risks, and opportunities through data analysis and provide actionable recommendations to improve project outcomes.
- Assist with the execution of the EPMO Comms Plan by writing copy, managing the EPMO SharePoint site including posting News and emailing stakeholder groups as directed.
- Stay updated on industry trends and best practices in EPMO performance analytics and reporting.
- Contribute to the Reporting & Performance Analysis function broadly by engaging in team meetings and contributing to the uplift of our ways of working.

People

- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives.
- Contribute towards team goals and initiatives and communicate effectively.

Compliance, Systems and Reporting

- Adhere to the enterprise governance systems and policies, including finance, safety, environmental, WHS, risk and compliance.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Discharge safety accountabilities as per current procedures and requirements.

Key relationships

- Reporting and Performance Analysis Manager
- Reporting and Performance Analysis team members
- Head of the EPMO
- Portfolio Leads
- Broader project community including Sponsors (Executive), Program and Project Managers, Coordinators
- Finance and the Transformation Office
- Other EPMO teams
- All personnel - leverage relationships across the community to build knowledge and identify better practice

Skills, competencies and qualifications

- Tertiary qualification in Business, Data Analytics, Information Systems, Project Management, or a related field (or equivalent experience).
- Experience within an Enterprise PMO or a project-driven organization. (desirable)
- Knowledge of project management methodologies and frameworks (e.g., Agile, PRINCE2, PMBOK). (desirable)
- Experience in change management and continuous improvement initiatives. (desirable)

Technical Skills - Mandatory

- Demonstrated experience in data analysis, reporting, and performance monitoring in a project or program environment.
- Proficiency in data visualisation tools such as Power BI, Tableau, or similar.
- Advanced Excel skills.
- Good problem-solving skills and ability to understand complex data.
- Strong communication and interpersonal skills with the ability to engage a variety of stakeholders.
- High attention to detail with a commitment to data accuracy and quality.
- Ability to work collaboratively within a team and independently on assigned tasks.

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.