

Operational Change Coordinator

Operational Standards & Assurance, Air Navigation Services

Position Detail

Reports To	Senior ATS Specialist – Team Leader	Group	Air Navigation Services
Classification	ASA 4	Location	Brisbane, Canberra or 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 140 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.

Airservices has initiated the Accelerate Program to realise our potential of becoming the recognised leader in the provision of safe and innovative services, and effective and efficient aviation rescue fire fighting services. Accelerate is a short program, running to 30 June 2017, focused on rapidly progressing our transformation agenda. The focus of the Accelerate Program is to enable us to become a leaner, more efficient service provider, focused on being agile and responsive to the changing needs of our customers. To help us achieve this goal, we will develop new ways of managing assets and projects and modernise our systems and technology to position for success.

As part of the Air Navigation Services (ANS) group, the purpose of Operational Standards is to set, monitor and review national and local standards to support the air traffic management operational environment with relevant standards as they position for the future. The unit is also responsible for reviewing ANS Part 172 and Part 65 compliance with safety management and risk management systems.

Primary Purpose of Position

As a member of Operational Standards and reporting to the Senior ATS Specialist – Team Leader you will assist with change process for local and national standards. This will encompass:

- Facilitating assurance of Regulatory compliance
- Coordinating change proposals to controlled operational documentation and any objects that affect CASR Part 172 or Part 65
- Acting as a contact point to distribute requests to appropriate groups.

Accountabilities and Responsibilities

Position Specific

- Manage operational change, practices and procedures in order to facilitate operational change within the organisation
- Monitoring compliance with change procedures and reporting variances
- Communicate, within defined parameters, with operational stakeholders
- Provide information on the use of the National Request for Change system

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.
- Contribute to the planning and organisational activities of Operational Standards & Assurance

Reporting

- Conform to enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Provide reports in relation to change process flows and Temporary Local instructions to permit conformance to enterprise procedural requirements

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective relationships at working levels
- Takes responsibility for actions and outcomes
- Achievement of Operational Standards work program.

Commercial

- Supporting the organizational customer focus as the central driver.

Safety

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

Key Relationships

As a member of the Operational Standards:

- The Operational Standards & Assurance Leadership Team
- Branch counterparts
- Internal stakeholders

Skills, Competencies and Qualifications

- Ability to communicate clearly and succinctly orally and in written form.
- An understanding of Airservices internal structure and change management processes
- Ability to understand and relate geographical positions with the operational organizational structure
- Demonstrated ability to manage high workloads, set priorities, meet deadlines and work effectively and be flexible to changing circumstances and priorities

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.