

## Service and Asset Performance Advisor

Position Detail			
<b>Reports To</b>	Service and Asset Performance Advisor	<b>Group</b>	Air Navigation Services
<b>Classification</b>	ASA7	<b>Location</b>	Brisbane, Melbourne, Canberra
<b>Reports – Direct Total</b>	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 27 air traffic control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

### Primary Purpose of Group

The ATM Planning & Performance Unit works with Air Navigational Services and Information Technology and Data Service groups in the development of the Service Plan, Strategic Asset Management Plan and service requirements. These artefacts set the future direction for the services being provided, the benefits to be delivered and technology roadmap for the Air Traffic Management (ATM) services. More specifically the unit is responsible for:

- Development of the ATM Service Plan
- Execution of the responsibilities of the ATM Asset Owner through the development of the ATM Strategic Asset Management Plan
- Development and management of the service/user requirements for ATM services.

### Primary Purpose of Position

As Service and Asset Performance Advisor you will use your detailed operational knowledge and experience in setting and monitoring the performance requirements of appointed ISS(s) and assets under the Airservices Asset Management Framework. In exercising this appointment, you will be responsible for the:

- Development of all new and emerging service delivery capabilities through the ongoing review of an ATM Service Plan which describes the best possible customer value and service outcomes,
- Development, maintenance and review of user/service level requirements along with the identification of any possible investment required in order to deliver these requirements

- Development of the strategic asset direction to support the delivery of the services and realisation of the associated benefits as outlined out in the ATM Service Plan.

This includes developing, endorsing and verifying user requirements. You must also manage the existing operational requirements baseline for all systems that support the service currently in place within the assigned Services. You will be responsible for developing baselines that support standardisation of national services as defined in the Airservices Asset Management Framework.

You will play a lead strategic role in influencing Airservices operational direction to ensure we provide our customers with services they value. You will monitor the operational performance of multiple ATM systems to ensure operational service requirements are met and identify risks to service and the flow-on aviation industry performance. You will achieve this through your detailed understanding of the operational needs, high-level knowledge of multiple systems and engagement with the Leadership team pertaining to your allocated Services.

You will provide expert advice to the ATM Planning and Performance unit and use your domain expertise to make recommendations and provide advice to the Business Manager Asset Strategy, Business Manager Lifecycle Planning and Business Manager Lifecycle Delivery. This includes enhancing the knowledge and capability of staff through coaching to support the development of a high-performance team.

## Accountabilities and Responsibilities

As Asset and Performance Advisor with Service Advisor appointment, you will:

- Within an appointed ISS:
  - Discharge Service Advisor accountabilities as per AA-NOS-TMS-0002 Technology Governance Standard
  - Oversee Service related risks and issues and escalate as required and oversee development of ongoing operational changes
  - Provide expert input into discussions with key stakeholders including CASA, Airport Operators, Airlines and vendors.
  - Lead the development of operational requirements, service commissioning and service performance monitoring.
- Provide expert advice to both Business Manager Asset Strategy and ATM Planning and Performance Manager to make informed system related decisions associated with the delivery of ATM Services through provision of expert operational and technical advice
- Oversee issues and risks impacting Service Delivery and oversee on-going technology changes
- Provide advice to the Business Manager Asset Strategy regarding risks that may compromise ATM operations through either affecting the system baseline requirement or performance objectives
- Support commissioning of services in accordance with the Technology Management Manual.
- Provide an ongoing review of an ATM Service Plan which describes the best possible customer value and service outcomes
- Support the development of the strategic direction of the group's assigned IISSs and their component assets
- Analyse regional and international ATM trends and influences to identify innovative approaches and opportunities which may be applied to the Australian Flight Information Region
- Represent Airservices internally and externally at forums relevant to operational strategy and performance applicable to the allocated ISS; specifically vendor liaison
- Liaison with external industry organisations, (ATSB, CASA, ICAO, CANSO, BoM, Working Groups, airport operators and airlines) to communicate Airservices Operational Strategy and Performance metrics

- Represent Airservices in providing responses to ATSB and CASA enquires on delegated Services and in particular risk and issues management.

#### People

- Develop and maintain effective working relationships with key internal and external stakeholders to ensure open and effective communication
- Maintain effective working relationships with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Coach and mentor team members to improve individual and team performance with regards to ANS strategy and Operational performance
- Work collaboratively in a team environment to ensure organisational objectives are met.

#### Compliance, Systems and Reporting

- The Asset and Performance Advisor will be required to hold the appointment of the Service Advisor accountability as described in the Airservices Technology Management Manual
- Compliance with Enterprise Asset Management Framework (C-FMK0020) and Technology Management Standard (AA-NOS-TMS-0001) will be a primary accountability
- ISO55001 should be complied with as appropriate in the circumstances
- Compliance with enterprise governance systems, policies and procedures, including Safety, Environmental, WHS, Risk, Security, Finance and Compliance.

#### Safety

- In the development of Operational Requirements ensure Airservices Risk Management and Safety Management System frameworks are consistently applied
- Demonstrate safety leadership and behaviours consistent with enterprise strategies
- Consult in relation to safety-related statutory regulatory duties and obligations.

### Key Performance Indicators

#### Technical

- For the appointed service:
  - Support the Business Manager Asset Strategy through the setting and monitoring the performance requirements of the allocated Operational Service
- For appointed ISS(s):
  - performance requirements are set
  - performance meets the needs of Service Delivery
- For delegated assets:
  - functional performance and condition requirements (both current and future) are set
  - Total Cost of Ownership is established
  - Benefits are established

#### People

- Promote a collaborative environment

#### Safety

- Ensures compliance with legal obligations and safety requirements consistent with enterprise frameworks, standards and procedures

#### Business

- Ensures work objectives are delivered on time with quality, accuracy and reliability of highest standards

## Key Relationships

- Our customers including Airlines, Airport Operators and other airspace users
- ANS and IM&DS Asset Strategy, Asset Lifecycle and Asset Delivery teams
- ANS Group ATC Management and staff, including Service Managers
- National Check & Standardisation Supervisors (NCSS)
- System Technical Advisors for ISS member systems
- Representative organisations including CASA, ICAO, ASTRA and their associated specialist working groups and sub groups.

## Skills, Competencies and Qualifications

### Skills and Experience

- Technical competencies and any associated qualifications required to be attained to fulfil the delegation of Service Advisor in accordance with AA-NOS-TMS-0003 Technology Competency Management Standard including to an advanced level systems reasoning and service reasoning, requirements management, systems design, integration, verification and risk management
- Analytical and problem solving skills
- Demonstrated extensive experience and in depth knowledge of multiple operational services, supporting systems and the frontline workforce related to the assigned Service
- Demonstrated experience building wide and effective networks of contacts inside and outside the organisation at all levels
- Demonstrated ability to drive, deliver and sustain change, particularly with a focus on customer-centric change
- High degree of familiarity with the regulatory environment within which Airservices operates
- Demonstrated experience with highly skilled and complex frontline workforce
- Demonstrated ability to work productively in a high pressure environment successfully assessing and managing multiple priorities
- Consistently develops and enhances personal proficiency in area of expertise
- Highly developed verbal and written communication skills
- High level of emotional intelligence and communication skills
- Team collaboration skills
- Translates and operationalises organisation strategy into clear action plans and deliverables as required
- Constructively challenging others; questions traditional assumptions, perspectives and viewpoints; encourages others to stay open to new ideas.

### Formulating strategies and concepts

- Develop innovative, customer centric approaches to 'fixing the problem' or taking advantage of an opportunity to provide customer value
- Actively contributes to benchmarking, developing and improving work systems
- Remain cognisant of changing priorities, identifying new opportunities for Airservices and facilitating an enhanced 'presence' within the industry
- Challenging, redefining and adapting legacy processes to ensure efficiency, effectiveness and engagement.

## Relating and networking

- Establishing and maintaining relationships across industry to benefit Airservices
- Consulting broadly to influence and obtain buy-in; recognising when input is required from others and effectively drawing on knowledge of key stakeholders within and outside of the organisation to facilitate cooperation and maximise shared outcomes
- Actively listening and considering to all input regardless of your personal view
- Consulting broadly to obtain buy-in; recognising when input is required from others and effectively drawing on knowledge of key stakeholders within and outside of the organisation to facilitate cooperation and maximise shared outcomes
- Demonstrates good understanding of people and is comfortable working with a diverse workforce at all levels
- Leverages professional and technical insight to improve team performance.

## Performance Standards and Behaviours

As an employee 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
- Builds and promotes positive organisational culture and values
- 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.