Project Assurance Specialist

Position Details

Reports to	Assurance Team Leader
Classification	ASA 7A
Group	Chief Operating Officer, Project Delivery
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.

Project Delivery

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 lead, manage and deliver programs and projects that form Airservices transformational change plan.

The EPMO was established in late 2024, as the centre of excellence to provide portfolio, program and project management guidance to Airservices transformation portfolio, as well as providing strategic insights through various reporting and performance analysis. In addition, the EPMO offers centralised project functions and disciplines such as scheduling, risk management, assurance and business analysis to support various portfolios and projects delivery.

Primary purpose of position

As a Project Assurance Specialist, you will be part of the Assurance team within the Portfolio Program and Projects Control function. You will help define project and program assurance strategies and then be responsible for leading a range of end-to-end project and program assurance activities such as: health checks and deep dives; lessons learnt; and stage gate reviews to ensure project and program management practices are aligned to designated frameworks and methodologies, as well as regulatory requirements and Airservices frameworks.

You will also lead root cause analysis activities to help identify pain points and areas for improvement to support off-track projects and programs.

Accountabilities and responsibilities

Position Specific

- Lead the planning and execution of project and program health checks and stage gate reviews to ensure project and program management practices are aligned to designated frameworks and methodologies, as well as regulatory requirements and Airservices frameworks.
- Facilitate project review and assurance workshops, meetings and conversations between the project area and other framework owners as part of gateway review.
- Discuss findings and recommendations with stakeholders resulting in agreed actions that address root causes and add value.
- Contribute to the development of project and program assurance strategies.
- Monitor project and program performance indicators to help inform a schedule of targeted health checks.
- Prepare high-quality reports advising stakeholders of the outcomes of project and program assurance activities which incorporate root cause analysis and recommendations for how to improve and/or mitigate the delivery issues identified.
- Share best practice project and program assurance concepts through the facilitation of training and participation in Communities of Practice.

People

- Collaborate with Project Managers, Program Managers, BAU Managers and other business leaders to ensure project and program management frameworks and methodologies are being applied.
- Develop and maintain effective working relationships with key internal and external stakeholders to ensure open and effective communication.
- Maintain an effective relationship with Airservices leadership to ensure effective coordination of all activities in support of organisational objectives.

Compliance, Systems and Reporting

- Comply with enterprise governance systems and policies, including safety, environmental, WHS, risk and compliance.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key performance indicators

Efficient, Effective and Accountable

- Timely completion of assigned project and program assurance activities providing high-quality reporting of outcomes with minimal rework required.
- Successful adoption of project and program methodologies (e.g. MSP) within Project Delivery.
- Builds and maintains effective working relationships.
- Takes responsibility for actions, outcomes and people.
- Adherence and compliance with Project Delivery professional standards.

Safety

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

Key relationships

- Collaborate with Project Managers, Program Managers, BAU Managers and other business leaders to ensure project and program management frameworks and methodologies are being applied.
- Develop and maintain effective working relationships with key internal and external stakeholders to ensure open and effective communication.
- Maintain an effective relationship with Airservices leadership to ensure effective coordination of all activities in support of organisational objectives.

Skills, competencies and qualifications

- A degree level qualification in Business Administration, Project Management or equivalent.
- Demonstrated PMO experience working in a complex delivery environment.
- Extensive experience in project and program assurance, independent review and internal audit.
- Demonstrated understanding and knowledge of various project and program frameworks and methodologies, such as PMBoK, Agile PM, MSP.
- Demonstrated understanding of continuous improvement methodologies and processes (i.e. Lean, Six Sigma, PDCA, VMS, BPMN2 etc.) and how they can be applied to deliver improved project performance and quality outcomes desirable.
- Strong communication skills, including ability to build relationships and effectively influence a range of internal and external stakeholders.
- Professional accreditation such as MSP, PMBoK or Quality Assurance, Internal Audit 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.