



Documentation Officer

### Position Detail

<b>Reports To</b>	Content Management Team Leader	<b>Group</b>	Enabling Technology Platforms
<b>Classification</b>	ASA4	<b>Location</b>	Brisbane/Melbourne
<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 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.

### Primary Purpose of Position

As a **Documentation Officer**, you will create, amend, manage and promulgate operational and business documentation. This is essentially a service role for clients within Airservices.

To achieve in your position you will:

- provide an array of documentation services using high level software application skills in the documentation production/management suite of applications
- ensure documentation complies with appropriate corporate, operational and safety standards and requirements
- contribute to improvements in performance and efficiency of work practices within the documentation unit.

### Accountabilities and Responsibilities

The Documentation Officer

- Under limited direction and supervision, independently provide high quality documentation and services which are fit for purpose, distributed appropriately and meet customer expectations.
- Use multiple software packages (including Adobe Acrobat Professional and MS Word) under limited direction to register, edit, maintain, distribute and control a range of documentation/information.
- Transfer information which at times, may be incomplete or of marginal quality, to professional material befitting the highly technical and regulated environment in which air traffic control operates.

- Ensure compliance with corporate policies, standards, rules or procedures relating to document management and control.
- Amend, edit and promulgate operational and non-operational documentation electronic copies
- Exercise independent judgement interpreting technical requirements of amending documentation.
- Contribute to and enhance performance and efficiency of work practices within the documentation unit.
- Liaise with internal and external stakeholders as required on documentation management practice and processes.
- Plan and schedule your workload to meet key performance indicators (KPIs).
- Ensure own technical skills remain current in a changing environment.
- Support other areas of Documentation and Records Management as required.

#### 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
- Establish and maintain effective working relationships with other team members, customers and immediate manager
- Work cooperatively and positively within Airservices values within a small team environment

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Tasks are completed within agreed customer KPIs
- Customer satisfaction

#### Safety

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

### Key Relationships

- Authors
- Delegated Managers
- External Agencies
- Team Members
- Other Airservices Staff

### Skills, Competencies and Qualifications

- Demonstrated high level of skills in the use of software tools and applications used in a documentation management/production environment
- Keyboard skills of at least 60 wpm with 95% accuracy
- Demonstrated initiative to contribute to the implementation of improvements where appropriate
- Recent experience in the management, production and control of documentation in accordance with quality management principles
- High standard of oral and written communication skills

- Demonstrated time management skills and an ability to work accurately under pressure and with limited supervision
- Demonstrated ability to correctly interpret and apply standard policies, procedures and regulations
- Demonstrated initiative to contribute to the review, development and implementation of improvements where appropriate
- Interpersonal and liaison skills together with ability to work cooperatively within, and positively contribute to, a small team environment with changing priorities
- Sound communication, negotiation, research and problem solving skills
- Essential: Certificate or Diploma in a relevant discipline or equivalent experience in a documentation production/management environment.
- Desirable: Tertiary Qualifications in relevant discipline

### 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.