



Senior Business Case Specialist (7a)

Position Detail			
Reports To	Portfolio Governance and Analysis Lead	Group	Chief Financial Officer
Budget Accountability	Nil	Location	Brisbane, Canberra, Melbourne
Delegations: - Administrative - Financial	Nil	Reports: - Direct - Total	0

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

The Portfolio Office (PO) has responsibility for the management and governance of the Enterprise Investment Plan, as well as, developing the investment justification, and the implementation and adherence to the P3M Framework.

You will also be part of the team responsible for the development and management of key portfolio artefacts such as the Investment Submissions (five point business case), Portfolio Delivery Plan; portfolio risks and benefits identification/measures/registers; portfolio performance report; together with the development and management of a number of other key portfolio reports and plans.

Reporting directly to the Portfolio Governance and Analysis Lead, we are looking for an expert communicator who will be responsible for supporting the organisation through analysis of initiatives on the Enterprise Investment Plan to ensure enabling the Executive to understand if the investment is justified, cost effective and will deliver the expected outcomes, capabilities and benefits. This position requires the incumbent to provide quality analysis and deliverables as required in a manner that successfully supports the varying needs and priorities of the organisation. Regular consultation with executive sponsors and senior management is required to ensure the overall needs of the organisation are being met.

Supporting the development and compilation of a suite of documents which address the needs, objectives and strategic direction of the organisation. This will be achieved through the development of Options Papers, Stakeholder Requirements, costs/estimates, risks, benefits and other key business artifacts. This work will be done on behalf of Project Sponsors throughout the phases of the

program/project lifecycle. The Senior Business Case Specialist plays a pivotal role in aligning the needs of key stakeholders with the strategic objectives of the organisation.

Accountabilities and Responsibilities

Position Specific

- Essential elements of this role are analytical thinking, problem solving, project & stakeholder management, self-motivation, forward-thinking, and ensuring the highest level of detail in the analytical work provided to our stakeholders
- Determine requirements using a variety of techniques including interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, user scenarios and task and workflow analysis.
- Prioritise, verify and validate the requirements and translate the information into high quality Investment Submissions and other supporting documents. This includes developing/supporting the:
 - Strategic case
 - Economic case
 - Commercial case
 - Financial case
 - Management case
 - Options analysis
 - Business benefits
 - Cost estimates.
- Having genuine responsibility and say in analytical process, recommendations based on the analysis performed and business improvements
- Provide recommendations on investments to undertake which will deliver the maximum benefits towards the business strategy/objectives.
- Strong ability to identify portfolio and business issues, develop options, turn these options into strategy and make recommendations
- Working with the Senior Responsible Officer and Program Managers to build and support the investment case including highlighting areas of delivery risk, gaps and dependencies that will impact outcomes, value for money and benefits realisation
- Ability to identify and constructively consult with all appropriate stakeholders to ensure a consistent understanding of the enterprise strategy, problem statements, proposed change and alignment to the strategy
- Working with and leading third parties to develop investment cases
- Demonstrated ability to convert complex concepts into clear visualisations
- Strong business acumen

People

- Manage own performance in ways that earns the team's trust, including consistent modelling of desired organisational values and behaviours
- Engaging with stakeholders to manage information and knowledge share. Drive and challenge business unit assumptions and constraints which may encumber successful delivery of initiatives.
- Proactively communicate and collaborate with internal and external customers, providing guidance, advice and support in the development of business cases and associated artefacts
- Provide mentoring to other team members. Support and encourage them to manage their own learning in order that they may maximise their own potential, develop their skills and improve their performance.
- Lead and promote a collaborative team environment to ensure organisational objectives are met
- Work under limited direction in relation to establish priorities, task methodology and work practices to achieve the required results

- Maintain an effective relationship with Airservices leadership to ensure effective co-ordination of all activities in support of organisational objectives

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Investment justification activities and deliverables are completed to quality, time and budget in accordance with the business units accountabilities and responsibilities
- Supporting the development of business and commercial strategies;
- Prioritisation and effective management of workload to meet deadlines
- Continuous improvement activities that to continually add value on how the Portfolio and Program Delivery group operate.
- A high level of satisfaction from the Business that Initiatives have been captured and recorded to accurately reflect the proposed change and strategic alignment
- Takes responsibility for actions, outcomes and people

People

- Establish and maintain an effective relationship with the leadership team to ensure effective co-ordination of all activities in support of objectives.
- Maintain an effective relationship with Strategy and Capability group responsible for establishing the strategy and associate Enterprise Investment Plan to ensure effective co-ordination of all activities in support of objectives.
- Undertake training and development opportunities to help build a high-performing team, supported by opportunities for capability improvement.

Safety

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

Key Relationships

- Portfolio and Program Delivery Team
- Business Planning Performance & Analysis team
- Strategy and Capability team
- CFO, and Executive team – reporting and advice around project performance.

Skills, Competencies and Qualifications

Skills and Experience

- Highly developed analytical and problem-solving skills including the ability to think strategically;
- Excellent interpersonal skills and confident in interacting with senior people
- Proven potential or track record of success in a similar role
- Demonstrated ability to convert complex concepts into clear visualisations
- Ability to interpret business needs and translate them effectively into requirements.
- Demonstrated strong problem solving skills including the ability to think strategically.
- Demonstrated strong verbal and written communication skills and the ability to interact professionally with a diverse group of stakeholders including; executives, managers and subject matter experts; with a proven ability to develop and maintain cooperative and productive relationships.
- Intermediate experience in Microsoft Office suite of applications, especially Word and Excel.

- Intermediate experience in Project Management using Microsoft Project Server to develop schedules and cost estimates (highly regarded).
- Experience in aviation and / or safety critical environments including infrastructure, terrestrial communications and IT systems.
- A proven track record of successfully managing multiple tasks across a wide range of internal stakeholders
- Strong business acumen
- A relevant degree, diploma or certificate from an Australian Tertiary Institution (such as Project management), CBAP certification or demonstrated 5 year equivalent experience in business analysis and formulation of business cases.

Formulating strategies and concepts

- Lead the developing and improving work systems/processes
- Challenging, redefining and adapting legacy processes to ensure efficiency, effectiveness and engagement
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be part of a much larger system

Relating and networking

- Establishing and maintaining relationships
- Consulting broadly to recognise when input is required from others and effectively drawing on knowledge of key stakeholders
- Actively listening and considering to all input regardless of your personal view
- Leverages professional and technical insight to improve team performance

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.