



Enabling Services Transformation Change Manager

Position Detail			
Reports To	Change Manager, Centre of Excellence Dotted line to Program Manager, BEST	Group	People & Culture
Classification	Individual Contract	Location	Sydney / Canberra preferred Melbourne
Reports – Direct Total	Nil		2 year contract

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 firefighting 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

Like most organisations, Airservices is constantly evolving to better our service and ways of working for our customers, owner and our team members.

Our Back-Office Enabling Services Transformation Program is a new strategic initiative that is set to move away from our current legacy and difficult processes and technologies. Our vision is for our ways of working to become more automated and digitised; and in doing so improve the experience for our employees. It’s a Program that’s transformational and will impact many of our teams. This is an exciting time to build a great organisation, delivering better experiences for our people, customers and other stakeholders.

Who are we looking for?

- **Someone who’s delivered change like this before:** cross-functional, multi-faceted, process optimization and/or technology implementations (ERP and other complex technology led business transformations) in a large complex organisation.
- **An experienced change coach.** Delivering an OCM plan for each stream is important; but the success of this Program relies on the strength of being sympathetic to our current (low) change management maturity and capability to lead our Leaders through the change.
- **A do-er:** someone dynamic and not afraid to get their hands dirty; even if that means stepping out of the ‘change’ space at times.

Accountabilities and Responsibilities

Position Specific

Working across the Program, the Change Manager is accountable for:

- Develop and execute on the overall change management plan, using Airservices' structured change management methodology (ADKAR) to ensure people change experience is delivered consistently and effectively.
- Lead change management planning and processes, ensuring setting and achievements of key milestones.
- Participate in AS-IS and TO-BE process workshops and mapping exercises to fully understand the depth and breadth of the change to then inform change deliverables. We're also expecting that you champion the 'people' aspects in these process workshops and capture risks as you go.
- Develop and maintain a broad range of relationships within the Program and with key teams outside it.
- Partner with the Communications Lead to detail stakeholder mapping ensuring all necessary business consultation occurs in a timely manner; as well as developing the communications strategy to support communication deliverables (i.e. key messaging, vision setting, FAQs etc).
- Develop strategies to reduce change resistance among impacted groups and be responsible for delivering them.
- Create change coaching strategy for Stream Leads to execute during delivery.
- Work with the Program and key leaders and SMEs to ensure readiness for change among key impacted groups.

People

- Participate in and contribute to the Change Management *Community of Practice*.
- Demonstrate constructive behaviours aligned with our values and target a culture of trust, care and accountability.

Compliance, Systems and Reporting

- Define change management success measures.
- Provide reporting and other updates to Steering Committee and Program team.
- Lead change management planning and processes, ensuring setting and achievements of key milestones.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Applies change methodology resulting in successful change delivery.

Commercial

- Produces commercially viable change interventions – on time and within budget.

Safety

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

Key Relationships

- Program Stream Leads and SMEs
- Executive Sponsors
- All levels of Leadership, across both corporate and operational business units
- Change Manager, Centre of Excellence

Skills, Competencies and Qualifications

Strategic Thinking and value creation

- Able to deliver and apply a strategy for change management including principles, techniques, and tools.

Operational and technical excellence

- Advanced Planning and Project management capability.
- Advanced skills in Microsoft – ppt, excel, word.
- Certificates in change management from a recognised body preferred.

Customer service mindset

- Strong stakeholder management skills at all levels within the organisation and externally.

Communication and leadership skills

- Good problem-solving ability with the competence to negotiate and resolve conflict successfully.
- Collaboration and effective team working with the ability to lead and develop change capability within the organisation.
- Effective facilitation and influencing skills, active listening, and communication capability.
- Experience with working in a large organisation leading and delivering people focused change programs.

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.