



## Delivery Support Manager

### Leadership Position Detail

<b>Reports To</b>	Head of Project Delivery	<b>Group</b>	CFO
<b>Reports – Direct Total</b>	4	<b>Location</b>	Brisbane, Sydney Canberra or Melbourne

### Organisational Environment

Airservices Australia is a government-owned organisation responsible for the safe and efficient management of 11 % of the world's airspace and provision of aviation rescue fire fighting services at Australia's busiest airports.

Our people are our greatest asset with a dynamic and diverse team operating from locations across the country – from bustling cities to regional and remote locations, including an island. This team keep Australia's aviation industry safe every day of the year, both in the air and on the ground.

We connect people with their world safely – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

Airservices is committed to fostering a culture that is diverse, inclusive, and respectful. We encourage motivated individuals who love what they do, value a service first mindset and embrace a challenge to explore a career with Airservices. In return you will be a valued team member, be offered flexibility and experience a meaningful career in an exciting, ever-evolving aviation industry.

### Primary Purpose of Position

As a leader of Delivery Support, reporting to the Head of Project Delivery, you will be responsible for ensuring the traditional functional accountabilities of a Project Management Office (PMO) - Risk, Issue and Opportunity Management; Planning and Scheduling; Project Systems; and Quality Management – are operating at optimal efficiency and are meeting the needs of the Project Delivery and the many Framework Owners across Airservices. In a matrixed arrangement, you will also ensure Finance and Cost Management; and Procurement and Commercial management are optimised to support delivery objectives. You will lead, developing, implement and operate these functions and processed to ensure the successful execution of the Project Delivery objective.

This role will require extensive experience in the operation of Project and Program Management Offices and Delivery Support Teams. Though your experiences you will have demonstrated experience in knowledge of Portfolio, Program and Project delivery. Experience in safety critical systems engineering, large-scale complex technology programs or the construction building industry are desirable.

You will form an integral part of the Airservices leadership teams; establish and maintain a high-performing and accountable team; and continue to deliver Airservices record of safety, environmental, WHS, risk and compliance excellence.

## Accountabilities and Responsibilities

### Position Specific

- Deliver the PMO capability, with demonstration of project and program management best practice
- Promote a learning organisation through the ongoing continuous improvement and education of key stakeholders
- Deliver a Project and Program Performance Framework to assure appropriate standards, capabilities and methodologies.
- Deliver a Risk Management Framework to align program and project risks, and encourage a positive risk culture.
- Deliver a Planning, Scheduling and Project Controls Framework to bring consistency and encourage a disciplined delivery culture.
- Maintain an Assurance Framework, and coordinate oversight with project managers and other key stakeholders.
- Manage the branch within assigned delegations and agreed quality and risk parameters.
- Oversight and manage branch budget and performance targets, including the promotion of an efficient and cost-conscious culture across Project Delivery.

### People Leadership

- Lead, coach, develop, and retain a high-performance team with an emphasis on creating an accountable performance culture
- Maintain high-quality and productive relationship with Airservices leadership to ensure effective co-ordination of all activities in support of organisational objectives
- Provide strategic guidance, plan and build organisational capacity and resourcing of the branch.

### Compliance, Systems and Reporting

- Drive implementation of enterprise governance systems and policies, including safety, environmental, WHS, risk and compliance.

### Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies, and manage the branch in accordance with WHS accountability requirements.

## Key Relationships

### As the leader of the Delivery Support Team

- Head of Project Delivery
- Project Delivery Leadership Team
- The Airservices Executive and the Airservices Senior Leadership Team
- Program Directors of major programs being delivered outside of the Project Delivery team
- All personnel - leverage relationships across the community to build knowledge and identify better practice processes/reports

## Skills, Competencies and Qualifications

- PMO, Program and Project management qualifications, with supporting experience
- Demonstrated ability to drive, deliver and sustain large-scale transformation to achieve objectives in a complex environment
- Demonstrated sound judgement and business acumen, with a focus on results in a service delivery environment
- Demonstrated values-based leadership, and ability to build organisational capability and culture
- Demonstrated ability to develop and present innovative solutions and influence outcomes
- Demonstrated ability to establish and maintain strategic relationships to facilitate partnerships and cooperation
- Diversity of experience across the private and public sectors is desirable.

## Leadership Performance Standards and Behaviours

Airservices Leadership Standard of **Know Me**, **Focus Me** and **Value Me** is a clear articulation of how we expect our leaders to lead our people supporting a culture of trust, care, and accountability.

The Airservices value chain operating model provides the basis for cultural reform of Airservices, driven by empowered and accountable leaders working together to deliver results.

This role has a strong people focus where leadership is demonstrated through embedding positive employee experiences and new ways of working across the following:

### Lead inclusively

- Lead, coach, develop and retain a high performing team by demonstrating authenticity and engaging our people with a Know Me, Focus Me and Value Me focus
- Every leader in Airservices must demonstrate constructive behaviours aligned with our values and target culture of trust care and accountability.

### Think strategically

- Promote, support and guide teams to drive quality delivery whilst shifting mindsets to focus on continuous improvement and transformation.

### Collaborate effectively

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.
- Develop and maintain a broad range of relationships to influence within the value chain at an Executive, peer and team level and positively influence internal key stakeholders.

### Communicate with impact

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.

### Deliver outcomes

OFFICIAL  
Leadership Position Description

- Lead our people effectively to collectively contribute and deliver on Airservices goals by optimising and developing business systems.

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.