



Project Reporting & Coordination Manager

Leadership Position Detail

Reports To	Head of Project Delivery	Group	CFO
Reports – Direct Total	4	Location	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 Project Reporting and Coordination Manager, reporting to the Head of Project Delivery, you will be responsible for coordinating the administration for the Project Delivery scope including the supervision of staff in roles related to that function. You will ensure that all program and project administration is planned and executed efficiently, including the Office of the Head of Project Delivery. You will ensure there is appropriate coverage during any staff absences.

You will be responsible for evolving the Project Delivery reporting framework to meet governance requirements and demonstrate leadership in how to represent and escalate performance against agreed indicators for management decision.

The role adds value by providing effective, consistent, accurate and timely reporting across all levels of the organisation, including up to the Airservices Board of Directors, as well as to Government, CASA and other key stakeholders. Included in this will be the establishment of effective dashboards through the Business Intelligence (BI) specialist.

You will work closely with the other Project Delivery Support Functions and Project, Program Managers to ensure that there is a consistent approach and purpose in all work undertaken to achieve group and business outcomes.

While tasks will generally be captured in organisational documentation (eg instructions; guidelines; procedures), these will require interpretation and application of judgement. There is a strong focus on the systematic continuous improvement of all administrative activities.

Accountabilities and Responsibilities

Position Specific

- Develop and implement a Program Reporting Framework for Project Delivery, that adapts and changes to meet governance requirements.
- Collect and collate data to design and prepare regular and ad hoc reports to support decision making, Program Boards, Executive Committees and Airservices Board Technology and Investment Committee and Airservices Board Meetings.
- Supported by your specialist team; deliver consistent, timely and accurate reports using appropriate tools (including PowerBI), preparing graphs, and other artefacts to illustrate forecast requirements, activities, or other matters in relation to program performance.
- Maintain reporting information including dashboards and other artefacts.
- Review and analyse collected data and report trends and findings to stakeholders.
- Monitor and promote adopted program reporting practices.
- Administer and provide secretariat support for all program reporting meetings and activities.

People Leadership

- Lead a team to deliver the reporting, communication and coordination functions
- Be part a high-performance team with an emphasis on an accountable performance culture
- Develop and maintain a highly effective working relationships across the Project Delivery Team and other internal and external stakeholders to ensure open and transparent communication and resolution of reporting and coordination issues
- Build and maintain effective relationships with Airservices personnel to ensure effective co-ordination of all activities in support of program objectives

Compliance, Systems and Reporting

- Conform to enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Maintain a strict rhythm of reporting activities and to ensure all inputs are sought, collated and messaged as appropriately to the audience within established timelines.
- Monitor and anticipate administrative requirements to ensure effective, consistent, accurate and timely support.
- Ensure all assigned tasks are supported with clear communication of requirements and expectations.
- Ensure all Program Communications are against the latest information and are aligned to the correct reporting data.

Safety

- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy.

Key Relationships

- 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

- Demonstrated experience in developing simple to complex reports for a variety of audiences and purposes across portfolio, program and project delivery landscapes
- Mature knowledge of and strong experience in the application of Program and Project compliance monitoring and reporting
- Business or quality management qualification preferably with supporting experience is desirable
- Project Management qualification preferably with supporting experience is desirable
- Demonstrated ability to manage high workloads, set priorities, meet deadlines and work effectively and flexible to changing circumstances and priorities
- Ability to influence others within circle of influence
- Demonstrated ability to establish strategic relationships to deliver outcomes
- Proven ability to achieve objectives in a complex commercially focussed environment
- Ability to develop and present innovative solutions and influence outcomes
- Experience in working with PowerBI including PowerPivot, PowerQuery
- Experience in working with more advanced data analytics (such as SQL and Python) is desirable but not essential

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

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Leadership Position Description

- 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

- 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.