

Service Support

Position Detail			
Reports To	Head of Aerodrome / Airspace Services	Group	CAO/CANO
Classification	ASA5	Location	Various
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 27 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 Service Support will provide high level accurate, confidential administrative support to the Head as well as coordination and business support to Service Leads across the CAO/CANO Group

Accountabilities and Responsibilities

Position Specific

- Administrative coordination for Heads, Service Leads and AALLs
- Active Roster Management in Quintiq
- The role interacts with a variety of internal and external stakeholders and entails a level of independent judgement and discretion and utilisation of initiative and professionalism to provide a high level of support.

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Position Description

- Performing a full range of administrative support duties that include responding and distribution of email correspondence, management of multiple inboxes, acquittal of credit card expenses and associated credit card issues or matters arising, processing domestic/international travel and associated requirements
- ARFF Foam Workshop changes and wait list maintenance, training coordination
- ATC Training and Travel bookings
- Diary schedule management including establishing, responding to and changing meeting requests with both internal and external stakeholders
- Provide minute taking at meetings, writing up notes and transferring and following up on action items, initiating a tracker as required
- The role may assist in project working groups to include drafting of TOR's, MEMO's, Frameworks and the minute taking at working group sessions, writing up notes and transferring and following up on action items, initiating a tracker as required
- Develop and communicate tasks request and ensure timely tracking, collation and completion by deadlines
- Arranging internal/external meetings and forums including room bookings, invitation management, catering, room set up, agenda management and coordination, facilitating IT and resource requirements and taking minutes/actions and writing them up subsequently
- Performing a full range of administrative support duties that include (but are not limited to) ordering supplies, establishing IBuy requirements, vendor creation, PO processing, payment of invoices
- Assist in recruitment processes, drafting job advertisements, entry to PageUp, interviewing new recruits and internal promotions with T&A
- Upskilling Service Leads in expense me, SAP , ESS Ibuy , Successfactors
- Submitting IT requests (phones, computers, laptops, access requirements)

People

- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
Collaborate with internal stakeholders on LOO, HDA and PVN provisions

Compliance, Systems and Reporting

- Management of region functional groups (LG email groups) and distribution list for custodianship and accuracy, and access to systems and files.
Support governance of work systems, procedures and policies and raise issues where non-compliance identified and monitor progress of rectification as required

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Demonstrate and comply with safety behaviours in line with business' WHS framework.
- Actively adhere and promote the Airservices safety management system.

Key Performance Indicators

Efficient, Effective and Accountable

- Strong organisational, prioritisation and time management skills
- Strong communication skills and the ability to be self-motivated with a professional attitude.
- Shows initiative to provide a high level of support to the Head and continually improve administrative processes relevant to the role is essential.
- Effective management of workload and competing priorities
- Excellent attention to detail
- Builds trust through positive cultural behaviour and collaborative working relationships across Airservices.
- Effectively respond to questions from the business group within required timeframes.

Commercial

- Manage monthly and quarterly compliance/governance activities within required timeframes.

Safety

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

Key Relationships

- Airservices Leadership – Head team
- Aerodrome Administrative staff
- Business groups including Employee Support, Workforce Planning, Training, Talent & Acquisition, ServiceDesk, Accounts payable/receivable, Payroll

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- Experience in providing administrative support to a senior manager in a dynamic and fast paced environment whilst ensuring the highest levels of confidentiality and integrity at all times.
- Excellent communication and interpersonal skills with proven experience in successful liaison with a wide range of internal and external stakeholders and interacting with Senior Management and internal staff in a professional manner.
- Strong organisational and problem-solving skills with the ability to handle multiple tasks and the demonstrated ability to organise, prioritise and be flexible to changing requirements in a complex and nationally based work environment.
- Experience in establishing and continually improving systems and procedures to monitor and control workflow.
- Ability to exercise initiative, work well under pressure, review and meet deadlines, set priorities and work accurately as well as both collaboratively and independently.

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Position Description

- Strong computer literacy with proficiency in Microsoft Office particularly Word, Excel, and
- multiple Outlook accounts.

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.