



## Quality and Continual Service Improvement Specialist

Position Detail			
<b>Reports To</b>	Manager Service Management	<b>Group</b>	Chief Technology Enablement Officer
<b>Classification</b>	ASA7A	<b>Location</b>	Canberra / Brisbane / Melbourne
<b>Reports – Direct Total</b>	Nil		

### 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

As Quality and Continual Service Improvement Specialist, you will review and analyse performance across Support Services, identifying opportunities for improvement, and applying quality and improvement processes, practices, and methods, to improve the efficiency and effectiveness of support processes and services.

In this role you will engage within the Support Services team and with other stakeholders across Technology Enablement to lead and drive improvements, developing and managing an improvement register, tracking, and reporting on progress, and ensuring we learn from both successes and failures to continually improve our performance and delivery of quality service outcomes for our customers.

### Accountabilities and Responsibilities

#### Position Specific

- Proactively monitor and review Support Services customer interactions and customer satisfaction surveys on a regular basis to identify areas for improvement and development improvement plans.
- Proactive analysis of service performance data, presenting information to leaders.
- Proactively identify process improvements and lead the implementation of action plans to uplift service delivery performance.

- Advise on the application of appropriate quality management techniques and standards.
- Ensure that projects, teams, and functions have appropriate practices in place and are meeting required organisational quality levels.
- Determines areas where existing processes should change from analysing audit findings, and driving improvements.
- Advises on and takes responsibility for controlling, updating, and distributing quality management techniques and improvement standards for Support Services.
- Lead the ongoing improvement of processes, documentation, standards, and procedures.
- Conduct research and analysis on identified issues to prioritise, investigate and consider options to meet current and future organisational needs.
- Facilitate improvements to processes by changing approaches and working practices, typically using recognised models.
- Select, tailor, and implement methods and tools for improving processes and performance.
- Develop and manage an improvement register, assessing potential benefits, prioritising initiatives, defining problem statements, and working to secure resources.
- Other duties as required to undertake the role.

## People

- Ensure the quality-of-service delivery through coaching and mentoring, of team members on quality and service improvement practices.
- Lead working groups across the value chain to resolve identified issues and influence to meet required outcomes.
- Lead coaching and improvement sessions, tracking performance over time and recommending development opportunities.
- Drive, build and communicate Airservices' key business objectives and ways of working within Support Services and the broader technology teams
- Mentoring of Support Services staff to ensure ongoing growth and improvement.
- Ability to engage people, motivate them towards achieving team outcomes and provide support that enables the organisation to succeed.
- Good communication skills (written, verbal and interpersonal) including the ability to develop a rapport with internal and external stakeholders and has a customer service focus
- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives

## Compliance, Systems and Reporting

- Continuous improvement in processes and maintaining compliance with regulatory, security, quality, and safety management systems.
- Provide metrics detailing success of CSI activities across the Support Services team.
- Compliance with regulatory, risk, environmental and any other applicable standards.

## Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy
- Assure Support Services systems, services and process addresses the requirements of Civil Aviation Safety Regulations including Part 171 and Part 175.

## Key Performance Indicators

### Efficient, Effective and Accountable

- CSAT metrics developed, and targeted improvements achieved
- CSAT response rate baselined and improved.
- Proactive detection and management of substandard customer service outcomes
- Where team KPIs are not met, identify causes, and develop plans to mitigate and improve.
- Ensuring that CSI process initiatives are delivered, and improvements are achieved.
- Improvement register is maintained and updated in line with organisational objectives
- Action plans for audit findings are completed in required timeframes
- Ensuring process improvement and compliance issues are rectified or escalated

- Plans, organises, and conducts formal reviews and assessments of complex domains areas, cross-functional areas, and across the value chain.

#### People

- Drive Support Services performance to meet/exceed agreed KPIs
- Ensure that competency assessments are regularly completed, and work with the Competency, Training and Scheduling Practitioner and Support Services leaders to ensure that all required certifications and qualifications are maintained and fit for purpose.

#### Safety

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

### Key Relationships

- Service Desk Manager Operations - Support Services
- Service Management Operations Centre Manager – Support Services
- Service Desk and Service Management Operations Centre team members – Support Services
- Support Services process practitioners and capability specialists – Support Services
- Technology Enablement Platform Heads, Team Leads and Technical Leads - CTEO
- Internal and External support teams and service providers - Value chain
- Competency, Training and Scheduling Practitioner - Support Services
- Technology Assurance – Value Chain

### Skills, Competencies and Qualifications

#### SFIA framework key skill/s

Category	Sub-category	Skills	Level
Strategy and architecture	Governance, risk, and compliance	Quality Management	5
		Quality Assurance	5
People & Skills	People Management	Employee Experience	4

- Experience applying and delivering improvements within a Service Management framework
- Experience with ITSM and quality management standards and frameworks including ITIL, Lean Six Sigma, COBIT, ISO/IEC 20000
- Experience applying Quality improvement principles practices and methods (e.g., Deming Cycle)
- Strong writing skills including creation of business cases, investment proposals and work packages
- Tertiary qualifications in a relevant field and/or equivalent experience.

### 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.

## Other Requirements

- Must be an Australian Citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.