



## Line Leader

### Leadership Position Detail

<b>Reports To</b>	Director Operations (service line)	<b>Group</b>	Chief Service Delivery Group
<b>Leadership Classification</b>	MRP2	<b>Location</b>	Various
<b>Reports – Direct Total</b>	ATM Operators and Support Staff		

### 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 Line Leader (LL), you are responsible for the delivery of safe, efficient and resilient air traffic management services within a designated area of responsibility. The LL meets this responsibility through forming positive working relationships with their staff, building a positive working environment and creating a high performing team.

## Accountabilities and Responsibilities

### Position Specific

- Manage the delivery of safe, efficient, reliable and environmentally responsible ATM services.
- Introduce an integrated and structured portfolio of programs, projects and initiatives to effectively deliver new systems, capabilities and technologies while ensuring continuity of service.
- Identify new and emerging operational risks, develop new risk assessments and liaise with the relevant stakeholders.
- Manage the day-to-day operational and tactical aspects of organisational change(s) and respond agilely to changing demands.
- Deploy resources to meet operational requirements and deliver required services within set timeframes.
- Maintain financial discipline to enable efficient and effective service delivery.
- Maximise productivity and efficiency whilst containing costs.
- Deliver continuous improvement in performance focused on decreasing cost, improving skills, and enhancing the use of people within the service delivery area.
- Build a performance culture based on demonstrated productivity improvements through the efficient use of people, finances and assets.

### People Leadership

- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives
- Develop and maintain strong working relationships with all direct reports
- Establish and maintain highly effective communication channels to engage with direct reports
- Maintain effective working relationships with other Airservices staff to ensure effective coordination of all activities in support of organisational objectives.
- Manage own performance in a manner that models Airservices values (supporting behaviours).
- Communicate the local and broader strategic direction and its implications to their team to ensure they have sufficient information to effectively contribute to the performance of the branch.
- Define performance expectations and provide coaching / mentoring to improve the capability of both individuals and the team over time. Actively monitor performance and take action to address performance issues, supporting improved performance of the group.
- Build and maintain positive and effective relationships with peers, collaborative partners, stakeholders and customers to achieve the most appropriate outcomes for the organisation.

### Compliance, Systems and Reporting

- Implement strategies to monitor performance of regulatory and organisational compliance requirements.
- Undertake analysis of reports, assessing trends and preparing strategies to address negative trends and to achieve performance targets.

### Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Actively monitor operational safety performance and undertake appropriate intervention to improve safety performance.

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Leadership Position Description

- Demonstrate leadership to ensure organisational WHS standards are promoted, undertake regular reviews of WHS standards in the workplace and act to address identified deficiencies.
- Monitor compliance with safety, risk, environmental and any other standards and act to address deficiencies.

## Key Performance Indicators

### Efficient, Effective and Accountable

- Consistency
- Service Resilience
- Staff Engagement
- Leadership Capability

### Commercial

- Safety and Network performance
- Financial control
- Risk and compliance
- Business Readiness

### Safety

- Compliance with safety, risk, environmental and any other standards
- Safety and Network performance

### Leadership

- Lead in accordance with the Airservices Leadership Standard.

## Key Relationships

Maintain a set of relationships critical to the delivery of a balanced set of objectives including:

- Director Operations, Line Leaders and Operations Managers within the relevant and associated ATM Operations service lines.
- Managers and specialists within support areas such as HR, Finance, IR, Risk, Compliance, Standards, Change Support etc.

## Skills, Competencies and Qualifications

- Extensive management experience in an operational environment, preferably within a highly regulated industry.
- Demonstrated communication, liaison, leadership and management skills which will support, motivate and influence others in the achievement of goals and objectives.
- Demonstrated business skills, including in the areas of safety/risk management.
- Highly developed written and oral communication skills. The ability to provide input and briefings to senior management, the executive and a range of external parties including airlines customers and industry stakeholders.
- Demonstrated ability to manage high workloads, set priorities, meet deadlines and work effectively and flexibly to changing circumstances and priorities.
- Tertiary qualifications in management, business or a technical field are highly 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

- 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.