



Director Operations (Service Line)

Position Detail			
Reports To	Head of Airspace Services	Branch Group	Airspace Services Service Delivery
Classification	OLR	Location(s)	Melbourne, Brisbane, Sydney, Perth
Direct Reports	Line Leaders and Domain Support Specialists		

Organisational Environment

Airservices Australia (Airservices) is a government owned corporation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 140 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 with a corporate head office in Canberra. We operate 29 air traffic control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

Primary Purpose of Position

The **Director Operations** is responsible for the leadership, management, administration and operational efficiency of an air traffic management service line.

Accountabilities and Responsibilities

Position Specific

- Accountable for the delivery of safe, efficient, resilient and environmentally responsible operational services.
- Manage and coordinate an integrated and structured portfolio of organisational and branch 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 to the changing demands with flexibility.
- Ensure the availability of appropriate resources to meet operational requirements and deliver required services within set timeframes.
- Lead in an inclusive and cohesive manner with all parts of the organisation and related value chain to prioritise the delivery of outcomes best for the organisation
- Maintaining financial discipline that will maximise productivity and efficiency whilst containing costs that leads to the delivery of a safe, efficient and effective service

People

- Work collaboratively with other Airservices employees to ensure effective coordination of all activities in support of organisational objectives.
- Establish, foster and maintain effective working relationships with both internal and external stakeholders in order to facilitate successful outcomes for Airservices and its stakeholders.
- Foster continuous improvement among employees and encourage compliant, innovative behaviours to create efficient business processes.
- Lead, coach, develop and retain a diverse, inclusive, skilled, trained, engaged and professional workforce with an accountable performance culture.

Compliance, Systems and Reporting

- As part of the broader ATM Service Delivery set of annual objectives establish and manage to the Airservices business plan.
- Demonstrate safety behaviours consistent with Airservices safety policies and procedure.
- Ensure rigorous safety standards and practices are applied in accordance with Airservices Australia's Safety Management System (SMS).
- Create a working environment in which a proactive and collaborative safety culture will flourish.
- Monitor and control risks identified within the delegated area of responsibility.

Key Result Areas

- Safety and Network performance
- Financial control
- Consistency
- Risk and compliance
- Business Readiness
- Service Resilience
- Staff Engagement
- Inclusivity and Diversity
- Leadership Capability

Key Relationships

Develop and maintain a set of relationships critical to the delivery of a balanced set of objectives such as;

- Members of the ATM Service Delivery senior leadership team
- Line Leaders and Domain Support Specialists within the relevant and associated ATM Operations service lines.
- ATM Directors and related staff from the Network Planning and Optimisation team
- Managers and specialists within support areas such as HR, Finance, IR, Risk, Compliance, Standards, Change Support

Skills, Competencies and Qualifications

- Extensive knowledge of the Australian Aviation Industry and legislative requirements would be highly desirable.
- Demonstrated skill in leading a dynamic team and driving operations compliance.
- Demonstrated ability to organise and manage multiple tasks.

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- Proven ability to display resilience and persistence in continuing to deliver results when presented with challenging operating scenarios and environments.
 - Ability to plan and develop strategies to meet a balanced set of objectives.
 - Track record of building and developing a diverse and inclusive leadership team
 - Demonstrated ability and experience in developing stakeholder relationships.
 - Proven capability to establish and manage budgets.
 - Tertiary qualifications in either Business or Commerce would be highly desirable.
 - High level of understanding of Safety Management System (SMS) principles.
 - Required to hold or be able to receive an ASIC Security clearance.

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.