



Group Administrator, Chief Finance Officer Function

Position Detail			
Reports To	Jenny Holmesby - Head of CFO Business Partnering	Group	Chief Finance Officer
Classification	ASA 4	Location	Canberra or Brisbane

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 154 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 control 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 the **Group Administrator, CFO function** you will be responsible for providing administrative support to the broader Leadership Team within the Chief Finance Officer (CFO) group. The role adds value by providing effective, consistent, accurate and timely support across all administrative and support activities.

You will work closely with the leadership team and all members of the CFO team 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 (e.g. 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 together with a need to build effective working relationships with a range of internal and external stakeholders.

Accountabilities and Responsibilities

Position Specific

- Manage and coordinate the administrative functions for the CFO leadership team as follows:
 - Personal diary as required and routine schedule management including establishing, responding to and changing meeting requests;
- Prepare documents such as correspondence, presentations, briefing notes and reports for the Leadership team, which may include research, sourcing and interpreting information
 - Preparing documents for meetings or for review and actioning;

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- Tracking due dates for reports, papers and the like;
- Organise meetings including accommodation requirements, agenda and minute taking;
- Create and book travel plans and accommodation, reconcile ProMaster transactions and printing/checking of reports;
- Administer IT Service Desk requests (ordering technology assets, system access requests, vendor creations etc.);
- Acting as a point of coordination for administrative type tasks such as mandatory training, asset validation, temporary delegations forms;
- Support coordination and development of CFO regular and ad-hoc reporting (CEO, Executive and Board reporting) including development and maintenance of calendars, outstanding matters and actions.
- Logistics support for internal and external meetings, including agendas, documentation and catering.
- Attending to administrative tasks associated with contractor access to premises and systems.
- Attend meetings and capture minutes and staff actions as needed.
- Deliver inductions to new starters (including contractors) within CFO team.
- Proactively seek opportunities to improve existing systems and processes and establish the role as a trusted partner / key 'go to' person for solutions.
- Integrate and maintain relevant business, administrative, corporate systems and processes across the Group. This includes, but is not limited to: monitoring and processing correspondence; answering telephone calls; secretariat support; reviewing action item registers within CIRRIS; verifying accuracy of monthly reports; maintaining various systems and applications.
- Support with business requirements/projects as directed.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Maintain a high standard of professionalism, knowledge and performance in a way that earns and sustains trust, including consistent modelling of behaviours in line with Airservices values.
- Exercise discretion and sound judgement in sharing confidential / sensitive information with other stakeholders.
- Represent the organisation in a manner that is consistent with Airservices values and appropriate to the audience.

Compliance, Systems and Reporting

- Maintain a schedule of activities and events to ensure regular activities are completed 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.

Safety

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

Key Performance Indicators

Efficient, Effective and Accountable

- The Group is provided with effective, efficient, accurate and timely administrative support.
- Consistent application and compliance with Airservices policies and procedures

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- Develop and maintain effective working relationships
- Promote a culture of trust, high performance, open communication and continuous improvement

Safety

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

Key relationships

- CFO Senior Leadership Team
- The broader Airservices Leadership Team
- The Office of the Chief Executive Officer
- All personnel - leverage relationships across the community to build knowledge and identify better practice processes/reports

Skills, Competencies and Qualifications

- Demonstrated experience in performing administrative duties, including the production of written material and accurate data processing.
- Proven ability to handle multiple tasks, set and review priorities, meet deadlines and work effectively while remaining flexible to changing circumstances.
- The ability and confidence to identify discrepancies and inconsistencies through reviewing reports and/or work practices and raise these as appropriate.
- Ability to work both independently and collaboratively with highly effective time and self-management skills to meet deadlines, whilst ensuring accuracy and attention to detail.
- Demonstrated interpersonal and communication skills, including the ability to develop and maintain effective working relationships.
- High level of computer skills, including Microsoft Office (Word; Outlook; Power Point). Ability to learn and effectively operate a range of software applications.
- Demonstrated ability to maintain a high degree of confidentiality and integrity.

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.