



Performance, Analytics and Business Intelligence Senior Advisor

| Leadership Position Detail | | | |
|----------------------------------|------------------------------------|-----------------|-------------------------|
| Reports To | Head of Performance and Partnering | Group | Chief Financial Officer |
| Leadership Classification | MRP 2 | Location | CBR, SYD, BNE or MLB |
| Reports – Direct Total | 2 - 3 | | |

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

The Performance, Analytics and Business Intelligence Senior Advisor (the Senior Advisor) is responsible for leading the Analytics and Business Intelligence Unit functions across Airservices. This includes the delivery of accurate and consistent reporting across Airservices, combined with best practice business intelligence capability to support research, operational performance and strategic service management.

The Senior Advisor is responsible for the development of contemporary Business Intelligence capabilities in relation to operational performance and strategic analytics, and to develop the strategic direction of Business Intelligence across Airservices.

Accountabilities and Responsibilities

Position Specific

- Provide strategic leadership across Airservices in business intelligence capability, including development of best practice in contemporary data sources (for example, data lakes), and development of continuous and on-demand analysis capability. Lead implementation of Airservices' utilisation of contemporary data in business intelligence.
- Leading the Analytics and Business Intelligence Unit to achieve all accountabilities according to specified timeframes, standards, and organisational policies. This includes statutory data submission requirements, as well as, meeting objectives outlined in the Airservices Strategic Plan.
- Working collaboratively with stakeholders, the Senior Advisor will implement analytics that adds value through automation and streamlining of existing workflows.
- Assist with relevant reviews of services and/or operational functions, by developing systems that improve access and utilisation of data and analytic capability.
- Ensure implementation of the strategic direction in Business Intelligence across Airservices and ensure increasing utilisation of Analytics and Business Intelligence Unit expertise through partnership and collaboration with Airservices Executive, operational business units and other stakeholders. Demonstrate the application of best practice and innovation in data analytics.

People Leadership

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Ability to lead cross functional teams to deliver on organisational wide requirements.
- Foster a culture of continuous improvement within your immediate team and business partner network.

Compliance, Systems and Reporting

- Support implementation of enterprise governance systems and policies, including safety, environmental, WHS, risk and compliance.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective working relationships.
- Takes responsibility for actions, outcomes and people.

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.
- Contribute to the high-performance of the team with an emphasis on creating an accountable performance culture.

Safety

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

Key Relationships

| Who | Why |
|------------------------------------|---|
| Head of Performance and Partnering | This position is responsible for the provision of timely, quality and written advice to inform strategic/operational decisions, including both regular reporting and ad-hoc requests. |
| Senior Management | This position works closely with Senior Management to provide advice, support identified priorities and seek expert input into Performance Analytics activity. |
| Executive Team | <p>This role requires formation and maintenance of strong and effective relationships with senior managers and staff at all levels in the organisation.</p> <p>The Senior Advisor will have the ability to influence stakeholders and negotiate with internal and external providers the timely provision of data and information, as is necessary to meet organisational requirements.</p> |

Skills, Competencies and Qualifications

- Tertiary qualification (Master or PhD qualifications preferred) in data and analytics related degree such as Business, Statistics, Mathematics and/or relevant extensive experience in managing a performance analytics and reporting service within a large and diverse organisation.
- High-level project management skills, data interpretation and analytics skills, preferably with demonstrated experience in aviation (or infrastructure related) field.
- Demonstrated understanding of operational processes and how business intelligence can improve delivery and efficiency. Liaison and negotiation skills, including excellent written and oral communication skills appropriate to senior managers.
- Demonstrated experience or applied understanding of the design, development, and deployment of contemporary reporting and analysis utilising systems, such as the Microsoft Power BI, Microsoft Teams, Business Objects and QlikView report development tools or similar.
- Excellent organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise, multi-task, achieve business goals, perform and always work with customer focused approach.
- Demonstrated high-level leadership, strategic development and management skills to enable a clear and defined outcome focus in a unit of professional staff to meet the required deadlines. Experience in leading, motivating and managing services and/or multi-disciplinary teams.

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.