Program Manager – Aerodromes, Melbourne 3rd Runway

Leadership position detail

Reports to	Head of Service Level Upgrade Implementation
Leadership classification	MRP2
Group	Airspace and Network
Location	Melbourne (preferred)
Reports – Direct Total	Up to 5 Direct Reports

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 firefighting 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 Program Manager – Aerodromes, Melbourne Third Runway, you are accountable for the integrated planning, governance and delivery oversight of Airservices' contribution to the Melbourne Third Runway Program. The role provides a single point of program accountability across the aerodrome, air traffic management, communications, navigation and surveillance, aviation rescue and firefighting, infrastructure, operational readiness, training and business-change activities required to support safe introduction of the new runway and associated services.

The role leads integration across a virtual, cross-portfolio program structure, coordinating delivery workstreams owned by SLUI, Enterprise Network Modernisation, ARFFS NextGen, Technology and operational business areas. It ensures that scope, interfaces, dependencies, investment requirements, safety and regulatory obligations, and operational-readiness activities are aligned to an integrated program baseline.

The Program Manager is also the principal delivery interface with Melbourne Airport and coordinates Airservices' contribution to the Joint Delivery Plan, ensuring external commitments remain aligned with approved funding, planning maturity, enterprise governance and regulatory assurance.

Accountabilities and responsibilities

Program leadership and integration

- Lead the integrated planning, governance and delivery oversight of Airservices' Melbourne Third Runway Program.
- Establish and maintain a clear program scope, delivery model, governance structure and integrated program baseline across all contributing portfolios and workstreams.
- Coordinate the airspace, airfield systems, ATM systems, CNS, network, ARFFS, infrastructure, operational-readiness, workforce, training and change components of the program.
- Translate enterprise and portfolio priorities into an integrated program roadmap, sequencing workstreams and actively managing cross-program interfaces and dependencies.
- Clarify accountabilities between the Program Manager, workstream owners, project managers, operational leads and enabling functions.
- Hold workstream leads accountable for agreed deliverables, assurance evidence, forecasts, decisions and escalation of emerging issues.

Melbourne Airport interface and joint delivery

- Act as Airservices' principal program delivery interface with Melbourne Airport for integrated planning, delivery coordination and management of shared dependencies.
- Lead Airservices' development, maintenance and governance of the Joint Delivery Plan and associated integrated milestones, assumptions, interfaces and decision points.
- Ensure external milestones and commitments are evidence-based, achievable and appropriately qualified where they remain subject to planning, funding, detailed design, procurement, safety, regulatory or governance approval.
- Coordinate resolution of interface issues across airspace, technology, infrastructure, ARFFS, airport works and operational readiness.
- Support the establishment and maintenance of effective joint governance, escalation and decision-making arrangements with Melbourne Airport.

Investment, commercial and program controls

- Lead the development and progression of program business cases, investment submissions and funding requests through relevant enterprise governance pathways.
- Maintain an integrated master schedule, program budget, resource plan, dependency map, risk profile and decision register.
- Ensure cost, schedule and resource forecasts are supported by clear assumptions, confidence levels and traceable workstream inputs.
- Coordinate commercial planning and delivery arrangements that affect Airservices' commitments, responsibilities and interfaces with Melbourne Airport and third-party delivery partners.
- Ensure program commitments remain aligned with approved investment authority and do not pre-empt future enterprise, regulatory or Board decisions.
- Provide timely, accurate and decision-ready reporting to the Head of SLUI, executive steering forums, investment committees and the Airservices Board as required.

Safety, regulatory assurance and operational readiness

- Ensure safety assurance, human factors, security, environmental, regulatory and operational-readiness requirements are integrated into program planning from inception through implementation.
- Coordinate the program-level assurance strategy and ensure each workstream produces the evidence required to demonstrate safe and compliant implementation.
- Maintain effective engagement with CASA and relevant internal regulatory, safety and assurance functions.

- Ensure airspace and operational concepts progress through appropriate design, simulation, validation, consultation and governance processes before commitments are communicated externally.
- Oversee integration of procedures, workforce planning, training, transition, implementation and post-implementation activities.
- Ensure implementation planning protects continuity of operations and business-critical services throughout the transition.

Stakeholder leadership

- Build and maintain effective relationships with Melbourne Airport, CASA, operational leaders, technology and infrastructure portfolios, ARFFS, airspace design, Finance, EPMO, commercial, safety and workforce representatives.
- Establish a shared understanding of program outcomes, delivery responsibilities, critical interfaces, decision rights and escalation pathways.
- Represent Airservices' program position in joint forums, ensuring communications are clear, consistent and supported by approved program information.
- Prepare executive briefings and recommendations on material delivery, investment, regulatory, commercial and stakeholder matters.
- Lead engagement with affected operational teams to ensure delivery decisions reflect frontline requirements and implementation impacts.

Key performance indicators

Program delivery and integration

- An approved and maintained integrated program baseline covering scope, schedule, funding, resources, dependencies and assurance.
- Timely achievement of endorsed program and planning milestones.
- Clear ownership and effective coordination of cross-portfolio deliverables.
- Material dependencies, decisions and delivery variances identified and escalated before they affect critical milestones.
- Program commitments remain aligned with planning maturity and approved governance.

Investment and commercial

- Business cases and investment submissions meet agreed quality, assurance and governance requirements.
- Program expenditure and forecasts remain within approved authority, with variances clearly explained and actively managed.
- Joint delivery and commercial arrangements clearly define Airservices and Melbourne Airport responsibilities, interfaces and dependencies.
- Executive decisions are supported by reliable scope, cost, schedule, risk and options information.

Safety, assurance and readiness

- Safety, regulatory, human factors and operational-readiness activities are integrated into the program schedule and decision framework.
- No program milestone proceeds without the required assurance, approval or risk acceptance.
- Readiness evidence demonstrates that people, procedures, facilities, systems, technology and support arrangements are prepared for implementation.
- Regulatory and assurance matters are addressed early enough to avoid preventable schedule compression.

Stakeholders and leadership

- Effective and trusted program relationships with Melbourne Airport, CASA and internal delivery partners.
- Timely resolution or escalation of cross-organisational interface issues.
- High-quality, decision-ready reporting to SLUI and executive governance.
- A collaborative, accountable and sustainable program culture across direct and matrixed resources.

People Accountabilities

- Lead, coordinate and influence a multidisciplinary, cross-portfolio program team comprising project managers, workstream leads, operational specialists, technical subject-matter experts, commercial and corporate support resources, including resources that do not report directly to the position.
- Establish clear delivery expectations, accountabilities and working arrangements across the matrixed program.
- Create an environment in which workstream risks, capacity constraints and delivery concerns are raised early and resolved collectively.
- Identify future program capability and resource requirements and escalate gaps that could affect delivery confidence.
- Coach direct reports and support capability development across the broader program leadership team.

Key relationships

- Head of Service Level Upgrade Implementation
- Program Manager Major Airspace
- Melbourne Third Runway Executive Steering Committee
- Melbourne Airport and relevant joint planning and governance forums
- CASA and Airservices Regulatory Engagement
- Melbourne ATC and operational leadership
- Airspace and Flight Path Design
- ARFFS and ARFFS NextGen
- Enterprise Network Modernisation Program
- Technology, Infrastructure and ATM Systems delivery teams
- Safety, Assurance, Human Factors and Operational Readiness
- Finance, Capital Portfolio Management, EPMO, Commercial and Procurement
- Community engagement, environmental and communications teams
- M3R and Taxiway project managers, workstream leads and specialist service providers

Skills, competencies and qualifications

- Demonstrated experience leading a major aviation, airport, infrastructure or operational transformation program with multiple independently governed workstreams.
- Proven capability leading through a matrixed or virtual program model, including influencing resources and delivery outcomes without direct line authority.
- Demonstrated experience establishing integrated schedules, program controls and interface-management arrangements across organisational boundaries.
- Experience developing and governing major business cases, investment submissions, commercial arrangements and executive decision papers.
- Strong understanding of operational readiness, safety assurance, human factors and regulatory approval requirements in a safety-critical environment.
- Demonstrated ability to manage external delivery partners and translate joint plans into realistic, controlled and appropriately governed commitments.
- Ability to communicate complex scope, investment, schedule and safety matters clearly to executive, Board, regulator and external stakeholder audiences.
- Aviation, airport, air traffic management or aerodrome program experience is highly desirable.
- MSP, PgMP, AIPM CPPD or equivalent program-management accreditation is desirable, rather than simply “relevant program or project management accreditation”.

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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 behaviors 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.