

Executive Assistant (EA)

Position Detail

Reports To	Chief Transformation Officer	Group	Chief Transformation Officer
Classification	ASA5	Location	Various
Reports – Direct Total	N/A		

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 156 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 towers at international and regional airports and provide aviation rescue fire-fighting services at 27 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 Executive Assistant you will provide high level administrative support to the Chief Transformation Officer as well as coordination and business support across the Transformation Leadership Team and broader organisation.

Accountabilities and Responsibilities

Position Specific

- The role works collaboratively to support the Chief Transformation Officer (CTO) and Senior Leadership team outputs.
- The role interacts with a variety of internal and external stakeholders and entails a level of independent judgement and discretion and utilisation of initiative and professionalism to provide a high level of support.
- Manage the Office of the CTO including, but not limited to phone and strategic diary management, meeting arrangements, liaison with internal and external stakeholders,

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responding to correspondence/email, coordination and prioritisation of documentation and collation of material in a timely manner.

- Manage and coordinate the administrative functions for the CTO leadership team as follows:
 - Create and book travel plans and accommodation, reconcile ProMaster transactions and printing/checking of reports
 - Support with business requirements/projects as requested.
- Develop appropriate systems and procedures to monitor and control the workflow into and out of the CTO Office.
- Develop and maintain an outstanding actions tracking system to ensure the timely response to all Executive and Board actions.
- Coordinate Executive, Board and external reporting requirements and submissions
- Develop and maintain effective filing processes including classified, confidential, and commercial in confidence files, staff information; personnel files and organisation information.
- Provide minute taking at meetings, writing up notes as well as following up on action items, initiating action and liaising with Senior Management on meeting outcomes where required
- Arranging meetings and forums including room bookings, invitation management, catering, room set up, agenda management and coordination, facilitating IT and resource requirements and taking minutes/actions and writing them up subsequently
- Performing a full range of administrative support duties that include (but are not limited to) ordering supplies, payment of invoices, distribution of correspondence, acquittal of credit card expenses and associated credit card issues or matters arising, processing domestic/international travel and associated requirements
- Energy, enthusiasm, confidence, and a “can do” attitude
- Great communication skills, able to build rapport and understanding of others concerns, needs and issues
- Other Duties as reasonable and required

People

- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Develop the capabilities of your peers and manage and improve your own performance.
- 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.

Compliance, Systems and Reporting

- Support governance of work systems, procedures and policies and raise issues where non-compliance identified and monitor progress of rectification as required.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Empowers leaders through excellent organisational, prioritisation and time management skills.
- Engaging and effective communication skills with the ability to be self-motivated with a professional attitude.
- Shows initiative to provide a high level of support to the CTO and continually improve administrative processes relevant to the role is essential.
- Effective management of workload and competing priorities.
- High attention to detail.
- Builds trust through positive cultural behaviour and collaborative working relationships across Airservices.
- Contributes to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Maintaining and continually improve the current filing and records management system
- Build and maintain effective working relationships across CTO Leadership Team, CEO Office, Executive positions and more broadly across Airservices.
- Manage monthly and quarterly compliance/governance activities within required timeframes.
- Effectively respond to questions from the business group within required timeframes.
- Champion our purpose and values as a representative of Transformation and the broader business.

Commercial

- Proactively supports the Office of Chief Transformation Officer and Direct Reports to meet all compliance, reporting and budgetary requirements

Safety

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

Key Relationships

Develop effective relationships with:

- Transformation Leadership and the broader Culture and Diversity team.
- Airservices Australia Senior Leadership Team and broader leadership team and the Office of Chief Executive Officer.
- Executive Assistants and Administrative Staff across Airservices.
- Other Airservices business groups as required.

Skills, Competencies and Qualifications

- Extensive experience in providing high level executive support to a senior manager in a demanding, dynamic and fast paced environment including demonstration of highest levels of confidentiality and integrity at all times.
- Superior communication, written and oral skills with excellent attention to detail and proven experience in successful liaison with a wide range of internal and external stakeholders and interacting with Senior Management and internal staff in a friendly and professional manner.

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- Strong organisational and problem solving skills with the ability to handle multiple tasks and the demonstrated ability to organise, prioritise and be flexible to changing requirements in a complex and nationally based work environment
- Demonstrated experience in establishing and continually improving systems and procedures to monitor and control workflow and ensure governance requirements are met.
- Proven ability to exercise initiative, work well under pressure, review and meet deadlines, set priorities and work accurately as well as both collaboratively and independently;
- Demonstrated use of initiative and responsiveness in managing tasks and ensuring organisational objectives are achieved within stringent timeframes.
- Demonstrated ability to work well within a team as well as independently.
- Demonstrated problem solving skills and a proactive approach to identifying and resolving issues using sound judgement.
- High level of computer literacy with proficiency in Microsoft Office including Word, PowerPoint, Excel, Teams, and multiple Outlook accounts (Essential)
- Experience in use of enterprise-wide business systems (for example TRIM, Sharepoint, SAP, Ariba, online travelling booking systems) to manage workflow processes (desirable)
- Qualifications: Business Administration or Office Management Qualifications (desirable) or extensive commensurate experience

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.

Additional Information

Travel may be required for work related activities.