ATM Standards & Assurance Manager

Position Detail			
Reports To	Network Performance & Standards head	**Group**	Airspace & Network
Classification	MRP3	**Location**	Canberra, Brisbane or Melbourne
Reports – Direct Total	13		

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 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 and a corporate office in Canberra. We operate 29 air traffic control towers at international and regional airports, and provide aviation rescue fire-fighting services at 26 Australian airports.

Primary Purpose of Position

The Air Traffic Management Standards and Assurance (ATM S&A) Manager fulfils a critical operational role for Airservices to continually monitor and improve the integrity of rules surrounding the delivery of ATM, while also providing line two assurance over all CASR Part 172 services.

The ATM S&A Manager leads team who sets, validates and maintains the standards and practices contained in the Aeronautical Information Publication (AIP), Manual of Air Traffic Services (MATS) and other relevant national documents, while ensuring compliance with CASR Part 172. The team also coordinates a program for Airservices to deliver changes required to international rules associated with CASRs, particularly Part 65, 143, 172, 173 and 175, but also rules associated with avionics fitment, communication, and surveillance, for both crewed and uncrewed operations.

In leading line two assurance function, the ATM S&A Manager drives national standardisation across domains.

The role ensures that ATM operates in compliance with national and international regulations, upholds the highest safety standards, and are consistently delivered to an assured level of quality and performance.

Accountabilities and Responsibilities

The ATM Standards and Assurance Manager is responsible for:

- **Strategic review and development of standards for ATM**
  - Identify outcomes required by Airservices that are dependent on international ruleset changes, and lead the program of activity to achieve these outcomes across Part 65, 143, 172, 173 and 175, and also rules associated with avionics fitment, communication, and surveillance, for both crewed and uncrewed operations

- Lead the review, amendment and introduction of new operational standards and procedures as appropriate to support organisational objectives, assuring regulatory compliance and securing future safety outcomes
- Develop, review and maintain competency standards
- Drive the program to identify inconsistent ATS practices across Airspace and Aerodrome operations

- **Provide assurance against ATM standards**
  - Design and lead the ATM operational assurance program
  - Ensure the alignment of practices with ICAO standards and recommended practices
  - Provide assurance that ATM frameworks, systems, requirements, processes and/or procedures comply with the requirements of Civil Aviation Safety Regulations Part 172
  - Provide assurance to the CANO and CAO function that emergency and contingency plans pertaining to CASR Part 172 are adequate and have been appropriately tested
  - Ensure that relevant international, Federal, State and Territory environmental regulatory obligations (including approval and permitting requirements) are identified and met for ATS
- **Assure the standardisation of ATS practices**
  - Drive the standardisation of service delivery across domains, assuring individual units are standardised to the national ruleset
- **Stakeholder engagement**
  - Serve as a liaison between operational units and regularity authorities (e.g. CASA, ICAO), focussed on the development and standardisation of the ANSP ruleset
  - Represent Airservices at international, government and industry forums
  - Develop, coordinate and deliver education and advice to key stakeholders across Airservices, CASA, government and internationally to improve the knowledge, understanding and practical application of ATS ruleset principles and processes.
- **Lead Inclusively**
  - Coordinate the activities of each Senior ATS Specialist and NCSS
  - Articulate, model and oversee high levels of accountability, performance, trust, engagement and Airservices values
- **Safety**
  - Collaborate with the Risk Intelligence unit to quantify ATM operational safety risk at the domain and national level
  - Establish and lead the program of activities to mitigate operational safety risk at the domain and national level
  - Promote the importance of operational and personal safety among team members
  - Understand and apply the strategies and procedures of the Airservices SMS
  - Assist in the improvement of ATM S&A safety performance and culture
  - Highlight non-compliance with operational safety requirements and regulations
  - Report safety occurrences, concerns and risks
  - Participate in work to resolve known safety deficiencies
  - Promote a working environment in which a proactive and collaborative safety culture can flourish

Key Performance Indicators

Efficient, Effective and Accountable

- Delivery of the program of ruleset changes required, and activities to delivery ruleset outcomes required by Airservices at the domain and national level within agreed timelines
- Deliver the program of level 2 ATS assurance across ATM
- Deliver the program for national standardisation of ATM

Safety: Quantification of ATM safety risk at domain and national level, and activity plan to mitigate ATM safety risk

People: Lead and develop a high performing team by demonstrating authenticity and engaging our people with a Know Me, Focus Me and Value Me focus

Commercial: Operate in budget

Innovative: Drive the delivery of rulesets to support innovation.

Key Relationships

- ICAO
- CASA
- Department of Defence
- Airlines – engagement on service delivery and value proposition
- Industry peak bodies – service delivery and value proposition
- International agencies (such as regional air navigation service providers)
- Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
- Customer & External Relations

Skills, Competencies and Qualifications

Skills and Experience

- Have or have held Air Traffic Control Licence
- Tertiary qualifications in Aviation, Engineering or a related discipline are desirable
- Extensive knowledge and demonstrated experience with ICAO structures, processes and documentation
- Extensive knowledge and demonstrated experience with, and understanding of, CASA processes and documentation
- Extensive understanding of ATM, including:
  - Air Traffic Services (Air Traffic Control, Flight Information and Alerting services)
  - Airspace Management
  - Air Traffic Flow Management
  - And communication, navigation and surveillance roles in the delivery of ATS.
- A detailed understanding of Instrument Flight Procedure Design and Aeronautical Information Management
- Demonstrated ability to communicate the declared intent clearly and succinctly, orally and in written form
- Highly developed liaison and problem solving skills across a broad range of air traffic services activities, including the ability to promote harmonious relations with internal and external stakeholders, sound judgement and ability to deal effectively with senior industry representatives in managing complex and difficult issues

- Extensive knowledge of Airservices Safety Management System
- A sound understanding of operational rules and a consequent ability to conceive and formulate changes to these rules
- An understanding of the Airservices internal structure and change management processes.

As a member of Network Performance and Standards, you will consistently demonstrate a high level of performance and behavioural standards as well as lead, coach and develop others in relation to the same. This includes:

Strategic thinking & value creation:

- Ability to understand service implications change programs and projects and plan ahead to avoid disruption.

Operational and technical excellence

- Demonstrated experience at a senior level in service delivery
- In depth knowledge of service delivery models, service operations and practices.

Communication skills

- Strong oral and written communication skills and ability to influence stakeholders across different teams

Performance Standards and Behaviours

As an employee 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.