



## Enterprise Portfolio Management Office

### EPMO Specialist - Standards & PMIS – ASA 7

#### EPMO Standards & Support

Position Detail			
<b>Reports To</b>	Manager, EPMO Standards and Support	<b>Group</b>	Enterprise Services, Enterprise Portfolio Management Office (EPMO)
<b>Budget Accountability</b>	None	<b>Location</b>	Brisbane
<b>Delegations – Administrative Financial</b>	None	<b>Reports – Direct Total</b>	1

#### 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 90 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.

The Enterprise Portfolio Management Office has been established to oversee the organisation's investment in change. There are currently three sub-portfolios across the business focusing on Air Traffic Management (ATM), Aviation Rescue and Fire Fighting Services (ARFFS) and Information Technology (IT).

#### Primary Purpose of Position

The position is a key contributor to the effective and efficient operation of program and projects across the organisation. As a member of the Enterprise Portfolio Management Office (EPMO) team, you will be responsible for:

- Developing, enhancing and maintaining the program and project delivery standards and processes of the organisation for effective control and delivery
- Managing implementation of changes to standards with key stakeholders in the community
- Provide assistance and guidance to the delivery community and EPMO Program and Project Specialists on the required standards, processes and upcoming changes
- Continuous improvement of the program and project delivery standards based on feedback from the community and specialists
- Development, implementation, operation and continuous improvement of a Project Management Information Management system for the organisation

You will be an integral part of the Enterprise Services team and will provide support to senior managers, programs and projects within Airservices Australia.

## Accountabilities and Responsibilities

As the EPMO Standards you will be responsible for:

- Developing, enhancing and maintaining the program and project delivery standards and processes of the organisation for effective control and delivery
- Managing implementation of changes to standards with key stakeholders in the community
- Provide assistance and guidance to the delivery community and EPMO Program and Project Specialists on the required standards, processes and upcoming changes
- Continuous improvement of the program and project delivery standards based on feedback from the community and specialists
- Development, implementation, operation and continuous improvement of a Project Management Information Management system for the organisation

People

- Form and foster effective working relationships with individual portfolio managers, senior responsible officers, project executives, program managers, project managers, organisation framework owners and PMO managers
- Leading, coaching, developing, and retaining a high-performance team with an emphasis on management accountability and a continuous learning culture

Compliance, Systems and Reporting Compliance, Systems and Reporting

- Supporting implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk, compliance and human resources.

Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies
- Ensuring risks are identified and are appropriately incorporated into plans.

## Key Performance Indicators

Efficient, Effective and Accountable

- Deliver accurate and comprehensive support to programs and projects
- Timely delivery of advice and reports
- Engagement and acceptance by program and project delivery areas

People

- Engagement
- Capability improvement

Safety

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

## Key Relationships

Key relationships required to be successful in the role:

- Direct manager (OLR) and manager once removed (DRE);
- Program and project manager
- Program and project delivery managers;
- Program and Project Management Office managers and staff; and
- Governance, risk and compliance framework owners; and
- EPMO and Enterprise Services staff.

## Skills and Competencies

- Relevant tertiary qualifications (e.g. Computer Science, Information Technology, Business Information Systems, Business Management)

- 10 years or more experience delivering programs and projects
- Familiarity and operation of a range of program and project delivery methodologies with their associated processes and templates
- Strong written, oral, networking and interpersonal skills with the ability to gain respect across all levels of the organisation
- Strong leadership skills with demonstrable experience in persuading and influencing stakeholders and promotes ideas on behalf of self or others
- Proven ability to
  - Constructively work with people;
  - Adhering to principles;
  - Plan and organise by setting clearly defined objectives;
  - Manage time and deadlines effectively;
  - Manage stakeholder expectations effectively;
  - Adapt and respond to change
  - Identify and organise relationships and resources needed to accomplish tasks; and
  - Monitor and report on performance against deadlines and milestones.

## Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet Airservices Code of Conduct, as well as lead, coach and develop others in relation to the same.

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.