



People Services Advisor

Position Detail

Reports To	People Services Specialist	Group	People Capability
Classification	ASA 5	Location	Melbourne
Reports – Direct Total	0		

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 control towers at international and regional airports, and provide aviation rescue fire fighting services at 26 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 a People Services Advisor you will provide quality advice and support across the full range of HR issues to senior managers and line managers within your designated business group. Contributes to the successful delivery of human resource operational, tactical advice and support to facilitate effective human resource outcomes.

Accountabilities and Responsibilities

Position Specific

- Provide consistent, high quality and timely support, advice and resolution to (designated business group) managers on a full range of operational people matters and conditions of employment.
- Conduct objective and systematic job evaluations and quality assurance to determine job classifications and ensure fit for purpose role design.
- Support, coordinate and advise upon end to end recruitment processes within ANS group including leading all bulk recruitment processes.
- Support and advise managers in regards to attendance management, case management, performance improvement and Code of Conduct under the guidance of a Senior HR Advisor.

- Contribute to the development, implementation and review of processes, procedures and documentation to ensure best possible HR advice and practices being delivered to designated business group.
- Helps managers understand and address the people implications of business decisions.
- Coordinate and facilitate processes within (designated) business group including (but not limited to) process reviews and grievances, employee requests for sponsorship and other people related matters.

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
- Foster a positive and professional work environment and culture with a strong focus on achievement and sustained high performance.
- Setting the environment for people to perform to their level of capability the work appropriate for their role.
- Managing and improving own performance.
- Model Airservices values and demonstrate positive, constructive and professional behaviours at all times.

Compliance, Systems and Reporting

- Ensure compliance with safety, risk, environmental and any other regulations and standards.
- Support governance of work, health and safety, Code of Conduct and case management services being delivered across designated customer segments.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Model appropriate safety behaviours and complies with Airservices Safety Management System policies and procedures.
- Ensure compliance with safety, risk, environmental and any other regulations and standards.

Key Performance Indicators

Technical Capabilities and Experience

- HR experience providing sound advice and solutions across full range of people matters in a complex, industrialised, geographically and professionally diverse organisation.
- Applied experience across the full spectrum of recruitment and selection best practice within a large organisation including job design and evaluations, managing establishment, recruitment processes and practices, selection, on-boarding and induction.
- Proven ability to manage a diverse workload and competing priorities and be able to flexible adapt to changing work demands and circumstances.
- Highly developed interpersonal and communication skills including the ability to build and maintain effective working relationships including the proven ability to deliver results and solutions for the business while adhering to relevant legislation, policies and procedures.
- Strong consulting, problem solving, conceptual and analytical skills facilitating the application of contemporary HRM principles and industrial frameworks to deliver tailored, appropriate and informed advice.
- Demonstrated supporting and positive, professional behaviours that support an organisation, its leaders and team members.

Key Relationships

- People Services Manager and team members within People Services.
- Team members and managers across all of People Capability Branch.
- Corporate Services (including Remuneration Services), People Services Advisors and Specialists across other Business Groups.
- ANS group employees and line managers.
- Corporate Centre including Remuneration and Transactional Services, People Policy and other relevant areas as required.

Skills, Competencies and Qualifications

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.
- Delivering results and meeting customer expectations, including: focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; and encourages organisational and individual responsibility towards the community and environment.

Position-specific behavioural competencies:

- Following instructions and procedures including: Following directions, following procedures, time keeping and attending, demonstrating commitment, showing awareness of safety issues, complying with legal obligations.
- Planning and organising including: setting objectives, planning, managing time, managing resources, monitoring progress.
- Applying expertise and technology including, applying technical HR expertise, building technical expertise, sharing expertise, using technology resources, demonstrating cross-functional awareness.
- Relating and networking, including: establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; and uses humour appropriately to enhance relationships.
- Analysing, including: Analyses numerical data, verbal data and all other sources of information; Breaks information into component parts, patterns and relationships; Probes for further information or greater understanding of a problem; Makes rational judgements from the available information and analysis; Produces workable solutions to a range of problems; Demonstrates an understanding of how one issue may be a part of a much larger system.

Desirable:

- A tertiary or recognised qualification in Human Resource Management, Business Management or related field.
- Certification or training in one or more: Mercer Job Evaluation system, workplace investigations, and/or Managing Workers Compensation.

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.