



## ARFFS Contracts Adviser

### Position Detail

<b>Reports To</b>	Manager, Procurement and Contracts	<b>Group</b>	ARFFS
<b>Classification</b>	ASA 6	<b>Location</b>	Canberra
<b>Reports – Direct Total</b>	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 towers at international and regional airports, and provide Aviation Rescue Fire Fighting Services (ARFFS) 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 the ARFFS Contracts Adviser, you will form part of a high performing Commercial and Business performance team and be responsible for delivering contract management and interdependent procurement services for a portfolio of contracts and activities in support of the objectives of the ARFFS.

### Accountabilities and Responsibilities

#### Position Specific

- Provide ongoing support and management of ARFFS Contracts;
- Provide specific input in to sourcing and procurement strategies for ARFFS;
- As required, undertake procurement activities with functional leads
- Lead the management and resolution of commercial issues and change management, ensuring timely review and approval and/or reconciliation of contract variations
- Provide assistance to the contract execution process through provision of commercial governance activity support
- Continuously improve the quality and timeliness of commercial and procurement outcomes
- Ensure that all stakeholders understand and adhere to all contractual obligations and Airservices governance requirements, policies and procedures

- Identify, understand and provide mitigation strategies to manage ARFFS commercial and governance risks
- Ensure that executed contracts are communicated to all relevant parties to provide contract visibility and awareness and interpretation to support implementation
- Proactively escalate issues that have not been controlled to ensure work remains on track
- Act as an exemplar and role model for all matters relating to probity and commercial activities.

#### 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
- Actively build relationships with key contacts within the ARFFS Business Group and develop commercial capability within the Group
- Actively engage in internal and external stakeholders, through effective and regular communication to promote increased business engagement.
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Provide guidance to ARFFS personnel regarding commercial performance of contracts

#### Compliance, Systems and Reporting

- Support the implementation of enterprise governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance.

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Abide by relevant WHS requirements with respect to performing your duties.

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Delivery of effective procurement outcomes in a timely manner.
- Delivery of effective contract management activities.
- Identification of business improvement opportunities/savings on a regular basis.

#### Commercial.

- Assists in developing commercial acumen across the ARFFS Group.

#### Safety

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

### Key Relationships

- DREs and OLRs across the ARFFS business group
- Enterprise services – PSRS
- ARFFS Commercial Performance team

### Skills, Competencies and Qualifications

#### TECHNICAL CAPABILITIES AND EXPERIENCE

- Successful and proven performance in managing and administering complex contracts and procurement activities
- Demonstrated knowledge and experience of contemporary supplier practices within a complex organisation
- High level interpersonal and oral communication skills
- Strong organisation and time management skills combines with a high level of analytical, problem solving and written communications skills
- Moderate understanding of contract law, procurement, contract management and supplier relationship management
- Strong written communication skills
- Strong influencing skills and an ability to effectively negotiate outcomes
- Demonstrated ability to develop supplier agreements and to effectively monitor and manage supplier performance

#### QUALIFICATIONS AND EXPERIENCE

- Essential - Minimum of 5 years demonstrated experience in the management of complex contracts.
- Highly Desirable - Qualification in law, contract management & procurement, supply chain management, project management or other similar business discipline.

#### BEHAVIOURAL COMPETENCIES

- 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.
- Relating & 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, uses humour appropriately to enhance relationships
- Persuading & Influencing, including: makes a strong personal impression on others, gains clear agreement and commitment from others by persuading, convincing and negotiating, promotes

ideas on behalf of self or others, makes effective use of political processes to influence and persuade others

- Applied Business Thinking, including demonstrates financial awareness, controls costs and thinks in terms of profit, loss and added value
- Analysing numerical data, verbal data and all other sources of information, 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 part of a much larger system
- Presenting and communicating information, including: speaking clearly and fluently, expresses opinions, information and key points of an argument clearly. Makes presentations and undertakes public speaking with skill and confidence. Responds quickly to the needs of an audience and to their reactions and feedback, and projects credibility.
- Entrepreneurial and commercial thinking

### 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.
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