

**Aeronautical Information Officer (Data)**

**Aeronautical Information Services**

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| **Position Detail** |  |  |  |
| **Reports To** | AIS Data Integrity Manager | **Group** | Service Delivery – Network Performance and Optimisation |
| **Classification**  | ASA 5  | **Location** | Canberra |
| **Reports - DirectTotal** | Nil |  |  |

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| **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.

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.

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| **Primary Purpose of Position** |

As an Aeronautical Information Officer - Data within Aeronautical Information Services you will ensure that operational aeronautical data is managed in compliance with ICAO, CASA and Airservices technical and safety standards and that upon delivery to the end user it is verified, accurate to the required resolution and timely.

You are an integral part of Aeronautical Information Services team working in a regulated high-performing and accountable team; and contribute towards delivering Airservices’ record of Safety, Environmental, WHS, and Risk and Compliance excellence.

**This role is a Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.**

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| **Accountabilities and Responsibilities** |

Technical

* Process and manage high volumes of aeronautical data and information received from internal, external and government agency aeronautical data originators
* Create, Asses, Action and Verify electronic work packages outlining the data and information changes to be made to the Aeronautical Database and other systems and IAIP products.
* Enter data and information into the database and other systems using graphical and other user interfaces
* Coordinate activities and tasks with team members to ensure timely processing and completion of applicable data change requests, data reports and data products in accordance with the AIRAC and IAIP publishing cycles
* Communicate and coordinate with internal, external and government agency aeronautical data originators in relation to discrepancies and clarification of aeronautical data and information change requests
* Provide phone and email support to internal, external and government agency aeronautical data originators regarding the processes, documentation and data quality requirements associated with managing aeronautical data and information
* Follow all documented procedures to ensure the integrity of aeronautical data and information is processed in accordance with Data Quality Requirements and Standards and is compliant with CASR Part 175
* Initiate and undertake specific projects and business improvement activities using self-initiative or as directed

People

* Maintain an effective working relationship with all Airservices people to ensure that you are productive and effective in all activities in support of organisational objectives
* Provide quality customer service outcomes to data originators and customers
* Support your high-performance team with an emphasis on growth, learning and enabling others by sharing your knowledge and using your skills

Compliance, Systems and Reporting Compliance, Systems and Reporting

* Ensure compliance with enterprise governance systems and policies , including Safety, Environmental, WHS, Risk and Compliance

Safety

* Demonstrate safety behaviours consistent with enterprise strategies
* Support the safe provision of air navigation services through keeping up to date with all issues, developments and technical matters impacting on the way you complete your duties
* This role is a Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.

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| **Key Performance Indicators** |

Efficient, Effective and Accountable

* Enhances the Units productivity by providing timely and efficient processing of data and information and other support activities
* Adopts a proactive attitude to ensure work is up to date and completed within agreed time frames
* Takes ownership of issues and assigned deadlines to ensure resolution in a timely manner and ensures ongoing communication of status to team members and management
* Operates systems and report system faults in accordance with documented procedures
* Personal error rate trending to zero

Commercial

* Minimise costs and identify and report opportunities for cost savings

People

* Demonstrate behaviours consistent with Airservices Code of Conduct and values
* Proactive participation in personal training and development planning
* Proactive participation in Performance Reviews and supporting activities

Safety

* Demonstrate behaviour required for Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.
* Demonstrate safety behaviours and actions consistent with all published procedures and instructions , in particular the QMS and CASR Part175 requirements
* All Mandatory training completed and current
* Proactive participation in the identification and reporting of Safety related issues.

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| **Key Relationships** |

As an Aeronautical Information Officer - Data

* Data Integrity Manager – to achieve team objectives
* Data Team Lead – to achieve team objectives
* Aeronautical Information Services employees – to achieve unit objectives
* External data originators and Commonwealth Government agencies – advice and information as requested
* Team members – support those with less experience or high workloads

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| **Skills, Competencies and Qualifications** |

* Strong organisational and co-ordination skills
* Strong written and verbal communications skills
* Strong numerical skills
* Strong attention to detail
* Ability to maintain a high level of accuracy
* Knowledge and understanding of aeronautical terminology, demonstrated to equivalent of CASA Basic Aeronautical Knowledge level (BAK)
* Aptitude and Ability to accurately enter data using graphical and other interfaces
* Aptitude and Ability to provide quality customer service to data originators and customers
* Aptitude and Ability to work to deadlines
* Aptitude and Ability to follow detailed procedures in a highly regulated safety environment
* Aptitude and Ability to work independently and also as a member of a team.
* Aptitude and Ability to accept responsibility for personal performance and development

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| **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: 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.
* Lead, coach and develop others in relation to the same.