



## Project Manager

### Position Detail

<b>Reports To</b>	Lead - Program Manager/Sub Program manager	<b>Group</b>	CFO – Portfolio & Program Delivery
<b>Classification</b>	ASA 7A	<b>Location</b>	Melbourne, Brisbane, Canberra, Sydney
<b>Reports – Direct Total</b>	None		

### 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 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.

We are currently initiating or undertaking a range of projects involving the design and implementation of information technology and infrastructure solutions. These projects encompass leading some or all of the following:

- development and implementation of new business operating models,
- design and implementation of information technology service management across operational and enterprise technology,
- procurement and commercial activities, noting that we have a preference for commercial off the shelf products and managed service arrangements where they provide the best value outcome, and
- operational transition and adoption of business processes.

The projects vary in size and complexity, but all have a focus on digitalisation and contribute to our strategic objectives and improving our service delivery to our customers.

### Primary Purpose of Position

As **Project Manager** you will be responsible for the delivery of the assigned projects in compliance with Airservices policies, procedures and guidelines, in order to deliver outcomes and enable benefits related to the organisation's strategic objectives.

## Accountabilities and Responsibilities

### Position Specific

- Lead, plan and deliver organisational projects within scope, budget, and timeframes.
- Develop resource plans and manage resources in support of project delivery.
- Engage and manage stakeholders, users, customers, subject matter experts across the value chain and other functions to deliver the project
- Ensure there is a continuous focus on objectives, capabilities and realisation of service outcomes and benefits
- Work within the Program to deliver benefits to the organisation
- Develop and maintain accurate project plans and provide accurate and timely reports on project status
- Identify and manage project risks and opportunities

### People

- Maintain an effective working relationship with team members, key stakeholders and other Airservices teams across the value chain to ensure that there is effective coordination of all activities to deliver the programme objectives.
- Lead, coach, develop, and support a high-performing team with an emphasis on creating an accountable performance culture.
- Apply contemporary project management and organisational change practices when dealing with stakeholders, such as:
  - Work package, dependency and resource planning (including negotiation the sufficient allocation of resources external to the project)
  - Assigning, monitoring and coordination of technical resources to achieve project outcomes
  - Communicating all project risks, issues and dependencies in an effective and collaborative manner
  - Maintaining relationships with key technical and business stakeholders

### Compliance, Systems and Reporting

- Adhere to enterprise governance systems and policies, including finance, safety, environmental, WHS, risk and compliance

### Safety

- Discharge safety accountabilities as per current relevant procedures
- Demonstrate safety behaviours consistent with enterprise strategies and manage projects in accordance with WHS accountability requirements.

## Key Performance Indicators

### Efficient, Effective and Accountable

- Deliver project within approved schedule
- Builds and maintains effective working relationships
- Provides team with clear direction, motivates and empowers others
- Takes responsibility for actions, outcomes and people

### Commercial

- Deliver project within approved budget

- Determine and adhere to Airservices procurement guidelines and procedures.
- Leading contracting and procurement team activities as per Airservices standards and communicate requirements and or specifications to achieve project objectives as well as Airservices best interests.
- Evaluate responses from suppliers and follow agreed selection processes. Develop effective working relationships with contractors and suppliers

#### Safety

- Compliance with regulatory, safety, risk, environmental and any other applicable standards
- Ensure traceability and validation of safety requirements and how they are met.

### Key Relationships

- Portfolio and Program Manager – Provide timely and detailed updates on progress of project or program conflicting priorities, issues and risks.
- Portfolio Governance and Delivery Management - Contribute towards program and project management improvement initiatives and engagement of Project resources
- Schedulers – Manage the development and refinement of the project schedule
- Finance – Manage approvals, budget and reconciliation activities
- Internal stakeholders and resources – Information sharing with stakeholders and coordination of project assigned resources during the various phases of the project.
- External vendors and stakeholders – Procurement and contract management activities for the purpose of acquiring goods and services for the delivery of projects

### Skills, Competencies and Qualifications

- Project management qualifications with supporting experience. Experience in regulated environments, operational service delivery and/or aviation is also desirable.
- Sound information technology service management knowledge and experience, from either a project or operational perspective, e.g. ITIL and SIAM.
- Demonstrated sound judgement, business acumen and decision making, with a focus on results in a service delivery environment
- Demonstrated high level interpersonal skills, including negotiation and conflict management skills
- Demonstrated ability to develop and present innovative solutions and influence outcomes
- Demonstrated ability to establish and maintain relationships to facilitate partnerships and cooperation
- Strong written and verbal communication skills, with a proven ability to communicate with senior executives, and internal and external stakeholders with a range of backgrounds (including vendors), and to escalate issues appropriately.
- Experience using Project Server, Microsoft Project and/or equivalent scheduling tools

### 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.