

**Specialist Administrative Officer**

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| **Position Detail** |
| **Reports To** | Line Leader, National Ops Admin | **Group** | Chief Service Delivery Officer, Airspace Services |
| **Classification** | ASA 4 | **Location** | Melbourne |
| **Reports – DirectTotal**  | 0 |  |  |

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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 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 at 27 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** |

This position supports the delivery of the air traffic services by providing high-level administration support to Line Leaders, Operation Managers, Shift Managers and Air Traffic Controllers.  This support is provided to all Southern and Northern FIR Operations - Melbourne and Brisbane Centres, Remote Terminal Control Units and Towers.

This is a unique role in a highly technical work environment where administrative and operational matters are constantly inter-dependent.  Support staff actions can directly impact service delivery.  For example, a simple error with manipulation of QUINTIQ can result in live deficiencies in roster coverage thereby directly impacting service delivery.

This role will require shift work as a member of a small team covering 7 days per week.

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| **Accountabilities and Responsibilities** |

**Position Specific**

The position provides administrative support in a demanding, seven days per week, operational environment in Airspace Services. It makes a significant contribution to the tactical management of staff availability, ensuring accuracy and compliance with ATS licensing, ATC Recency processes, and shift assignment in accordance with multiple Industrial and Contractual Agreements and the Airservices Fatigue Management System.  Additionally, the role provides reporting for and admin assistance to Line Leaders, Operations Managers and Directors. The role provides advice and support directly to staff in relation to processing of professional expenses and leave.

**People**

* Maintain an effective working relationship with all relevant Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
* Build and maintain relationships with external vendors to support the efficient running of the Operations Room.
* Escort and provide general assistance to visitors to the Operations Room.

**Compliance, Systems and Reporting**

* Complete complex changes to rosters, in consideration of operational, regulatory, and financial implications and impacts. This includes correctly interpreting procedures and guidelines including, but not limited to, Principles of Rostering, Fatigue Management Guidelines, ATS Licensing, Medical guidelines, Endorsements and Conditions of Service.
* Provide immediate tactical response (call-outs and roster adjustments) for the provision of ATS officers in a time critical setting.
* Update and maintain Recency Database and provide reports to business units on a daily basis.
* Coordinate the maintenance of ATS operational and office tools e.g. headsets, chair replacements, stationery requirements, petty cash availability etc.
* Manage competing priorities and task assignments from multiple supervisors, including communicating outcomes.
* Provide administrative support, including running and preparing reports, preparing documents and spreadsheets, maintaining files, undertaking data entry, and ensure the integrity and availability of accurate safety and ATS Licensing records.
* Ensure use of group checklists and adherence to group procedures in relation to daily task assignments.
* Self-manage workload to ensure completion of time critical tasks and ensure accurate recording and handover of incomplete tasks and continuity of situational knowledge to following shifts.

**Safety**

* Complete all tasks in accordance with Airservices rules and procedures.
* Demonstrate safety behaviours consistent with enterprise strategies

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| **Key Performance Indicators** |

**Efficient, Effective and Accountable**

* Operational rosters are effectively maintained in the tactical timeframe. Operational and business records and systems are maintained. Corporate requirements are adhered to in relation to finance, human resources, safety, governance and other mandatory arrangements.

**Safety**

* Compliance with safety, risk, environmental and any other standards

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| **Key Relationships** |

* Workforce Deployment - Report and assist in resolution of QUINTIQ issues. Assist with coordinating responsibility for rostering changes within published roster periods.
* Accounts Payable - Management of costs associated with ATC equipment supply and repairs (e.g. printers, faxes).  ATC console forms printing and supply. Management of supply of general items for staff resources (e.g. for stand down areas, kitchens).
* ATC Licensing - Process ATC licensing renewals and required corrections, coordinate queries on behalf of LL/OM.
* Control Towers - Short term rostering assistance, QUINTIQ training and helpdesk, duty callouts; file management, out-of-hours administrative assistance.
* Ongoing and Initial Training - Coordination and transfer of staff and licensing files associated with trainees.  Manage “housekeeping” for entry of new staff into the ATSC.
* Line Leaders - Short Term rostering assistance.  Daily QUINTIQ modifications.  QUINTIQ training and assistance for LL/OM and SM’s. Action and oversight ATC staff callout and responses. Communication with staff and family members on behalf of LL. Records Management. General administrative assistance on request. Database entry and reporting for ATC recency and other licensing. Assist with management of staff facilities (e.g. lockers, kitchens and stand down areas). Assistance with visitors to ATC facilities. General assistance with daily activities of the Ops Room as requested.
* Infrastructure & Asset Services - Assist with management of facilities within ATC Ops Room and stand down areas (e.g. kitchen appliances, bedding, ATC room chairs).
* RMU - Manage files in accordance with latest requirements. Assist with file audits
* Security - Coordinate deliveries within ATC Ops Room. Provide escort for visitors within ATSC and Melbourne Tower.
* IM&T - Manage ATC Ops room business equipment (e.g. supervisor computers, faxes, printers)
* Custom Stationery suppliers - Coordinate production of new forms and timely replacement of on-going supplies of ATC console forms.
* Office equipment contractors - Alert and faults and arrange required repairs.  Manage entry to secure areas.

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| **Skills, Competencies and Qualifications** |

**Essential**

* Strong organisational and problem solving skills with the ability to handle multiple tasks, and meet externally dictated deadlines that may directly impact service delivery.
* Proven ability and confidence to identify discrepancies and inconsistencies through reviewing reports and/or work practices and raise these with team members and/or supervisors as appropriate.
* Proven ability to demonstrate initiative and judgement in consideration of sensitive situations and provide quality output.
* Demonstrated ability to correctly interpret and apply standards, procedures and regulations in regards rostering and staff replacement.
* Proven ability to work both independently and collaboratively with highly effective time and self- management skills to establish, review and meet deadlines, whilst ensuring accuracy and attention to detail.
* Undertake tasks in a professional and friendly manner, and maintain a task focus in a complex work environment.
* Hold or can obtain an ASIC.

**Desirable**

* Highly proficient in the use of QUINTIQ application and able to provide instruction, error correction and guidance in its operational use.
* Demonstrated computer literacy with particular proficiency in Microsoft Office particularly Word, Excel, and multiple Outlook accounts.
* Good knowledge of SAP (e.g. ATC Licensing, Leave, WBS), Orbit and TRIM.
* Good knowledge of Industrial Agreements and the Fatigue Management System applications in relation to their application to work schedules and leave.

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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:

* 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.