



Senior Resilience Specialist

Position Detail

Reports To	Security Manager	Group	Safety & Assurance
Classification	ASA7	Location	Canberra
Reports – Direct Total	N/A		

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 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 **Senior Resilience Specialist**, you will be responsible for delivering strategic advice to the organisation regarding organisational resilience, business continuity management (BCM) and Airservices Crisis Response Arrangements (CRA) through the implementation of the Resilience Standard. This includes the development and continuous improvement of the Resilience suite of documentation and supporting the Security Manager in promoting and embedding a strong organisational resilience culture.

In order to achieve your position purpose, you will contribute significantly to the development of the organisational resilience strategy, maintain positive and productive relationships across the organisation and identify improvement opportunities for the business through the conduct of an annual exercise and training programme.

Accountabilities and Responsibilities

Position Specific

- Implement and maintain Airservices Resilience Standard and supporting procedures which deliver guidance and advice to the business on key organisational resilience and BCM principles
- Provide strategic advice to all business groups regarding BCM principles

- Establish and maintain Airservices CRA infrastructure and establish and maintain supporting documentation in consultation with key stakeholders to strengthen Airservices preparedness and response capability
- Coordinate the design and delivery of an annual training and exercise programme to validate Airservices CRA (planning, research and conduct of exercise activities) and ensure compliance with the Resilience Standard
- Conduct assurance activities, including; observation and/or evaluation of exercises, oversight/assurance of critical plans and targeted assurance reviews
- Collaborate with key external Government and Industry stakeholders in relation to strengthening Airservices organisational resilience and stakeholder engagement

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
- Establish, foster and maintain effective professional relationships across the Safety & Assurance group and wider business areas to support Resilience in delivery of business initiatives
- Actively participate as a valuable team member with proven ability to collaborate as well as provide direct support where necessary
- Model own behaviour in a way that earns trust and credibility, applying behaviours in accordance with Airservices values and Code of Conduct at all times.

Compliance, Systems and Reporting

- Contribute to enterprise governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance.
- Delivers to agreed actions and maintenance of controlled documents.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Compliance with their overall safety accountabilities outlined within AA-NOS-SAF-0007 (Safety Accountabilities and Responsibilities)
- Embrace and promote a positive safety culture within the workplace
- Assist with and contribute to the preparedness and response activities conducted nationally to improve the safety and resilience of Airservices and its employees.

Key Performance Indicators

Efficient, Effective and Accountable

- Compliance with internal and external reporting requirements.
- Develop and maintain Resilience suite of documentation as required.
- Complete effective assurance activities against the Resilience Standard that provides insight into current control effectiveness
- Develop Airservices Exercise Program
- Timely conduct of Resilience Community of Practice Meetings and update share point site.

Commercial

- Develop business cases for external consultancies to conduct Business Impact Analysis (BIA) and Crisis Arrangements Exercises as required.

Safety

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

Key Relationships

- Executive, Direct Reports to Executive and Other Leadership Roles - to provide advice and support regarding the coordination of Resilience activities
- Network Coordination Centre – as key stakeholders within Airservices CRA
- Resilience Coordinators across business
- External agencies such as the Attorney Generals Department (including Emergency Management Australia), Department of Infrastructure & Transport (including the Office of Transport Security), Airlines and Airports as required to participate in working groups, forums and stakeholder exercises

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- Ability to work productively in a high pressure environment under high stress situations and adapt to changing priorities and tasks
- Demonstrated experience of Resilience principles, e.g. business continuity management, exercise management and/or incident management
- Ability to research and interpret a broad range of information
- Strong interpersonal skills including influencing, strategic thinking and ability to challenge the norm
- Ability to obtain and hold an Aviation Security Identification Card (ASIC)
- Ability to obtain and hold an Australian Government Negative Vetting 1 security clearance

Qualifications

- Desirable:
 - Recognised tertiary qualification in emergency management or a similar discipline.
 - Recognised business continuity management or exercise management courses as conducted by a registered training organisation.

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.

- Presenting and communicating information, including: speaks 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.
- Applying expertise & technology, including: applies specialist and detailed technical expertise, develops job knowledge and expertise through continual professional development, shares expertise and knowledge with others, uses technology to achieve work objectives, demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- Coping with pressures & setbacks, including: works productively in a high pressure environment, keeps emotions under control during difficult situations, balances the demands of work life and personal life, maintains a positive outlook at work, handles criticism well and learns from it.
- Adapting & responding to change, including: adapts to changing circumstances, accepts new ideas and change initiatives, adapts to interpersonal style to suit different people or situations, shows respect and sensitivity towards cultural and religious differences, deals with ambiguity, making positive use of the opportunities it presents.

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.