

## Risk Intelligence Analyst

### Position Detail

<b>Reports To</b>	Risk Intelligence Manager	<b>Group</b>	S&A
<b>Classification</b>	AsA6	<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 140 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.

The aviation industry and the technology environment we operate in is dynamic and we are implementing strategies to meet the disruptive challenges facing us. Our corporate strategy is focused on delivering significant change programs to meet the future needs of our industry whilst maintaining a primary focus on the delivery on services to our customers.

### Primary Purpose of Position

The Risk Intelligence Analyst role is part of the Risk Intelligence Unit which is responsible for the analysis of Airservices safety and risk related data, and delivery of actionable risk intelligence to inform decision making and continuous improvement in the management of risk across multiple domains.

Risk Intelligence functions include driving the continual improvement of data collection systems, undertaking analysis of our performance across a number of risk domains (Operational Safety, Work Health & Safety (WHS), Environment, Resilience, Security, Governance, Risk and Compliance, Ethics & Fraud) and communicating intelligence around the trends and drivers of Airservices performance internally and externally.

As **Risk Intelligence Analyst**, you will:

- conduct complex analysis of the trends and drivers of Airservices performance across our frameworks (Safety Management, Environment Management, Governance Risk Compliance (GRC), Security), with a particular focus on safety performance, using a range of metrics, and establish the associated methodologies / processes
- develop performance dashboards by applying contemporary business intelligence (BI) tools
- apply innovative problem solving approaches and feasible technologies to streamline data collection, validation and improve the presentation and impact of data analysis to inform risk decisions
- contribute specialist knowledge on a range of statistical, computer programming, other data analytics techniques and tools
- support the continual improvement of Airservices management of risk through data collection and analysis, risk intelligence sharing, and risk reporting to the Executive and Airservices Board.

## Accountabilities and Responsibilities

### Position Specific

- Perform data extraction and wrangling using large and complex data sets
- Conduct data quality/integrity checks
- Undertake complex analysis and visualisation of the trends, patterns, influencing factors and risk pictures of Airservices performance across our frameworks (Safety Management, Environment Management, GRC, Security)
- Develop metrics and performance dashboards
- Document the process/methodologies applied in conducting analysis and results which can be easily understood by managers and domain specialists
- Conduct validation checks of own work, or as part of expert peer review
- Prepare scheduled and ad hoc performance reports which are of high quality tailored to the types of target audience
- Recommend and apply advanced data analytics techniques and tools to continually improve the efficiency and effectiveness of analysing safety and risk data
- Support the proof of concept and any subsequent operationalisation of machine learning to deliver enhanced insights into the patterns and risk pictures in relation to Airservices safety performance.

### People

- Maintain an effective working relationship with other Airservices staff and managers to ensure that there is effective coordination of all activities in support of organisational objectives.

### Compliance, Systems and Reporting

- Support continuous improvement focused on enhancing safety, decreasing cost, and driving action to improve existing systems and processes, using appropriate methods to implement solutions and measure impact.

### Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

## Key Performance Indicators

### Efficient, Effective and Accountable

- High level of satisfaction from internal partners and customers as measured by feedback
- Delivery of validated data analyses and reports that meet requirements and are within required timeframes.

### Safety

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

## Key Relationships

Managers and staff in Safety & Assurance Group, Air Navigation Services Group, Aviation Rescue and Fire Fighting Services Group and Information Management and Data Services Group in relation to the context and provision of complex analyses, reporting and advice on Airservices performance.

## Skills, Competencies and Qualifications

- Proven success in applying advanced data analytics techniques and developing machine learning algorithms to find patterns and build models, and using the results to solve complex problems (e.g. causal analysis, text mining and predictive modelling)
- Familiarisation with data exploration, data wrangling and data visualisation techniques and tools

- Practical experience in programming languages oriented towards statistical analysis (e.g. Python)
- Strong written and oral communications skills to enable a diverse audience to easily understand the methodologies, models and results of data analysis
- Ability to work autonomously and collaboratively as part of cross-functional teams
- Ability to deliver quality and timely work outputs within a fast-paced and complex organisational setting
- Ability to bring innovative methods and make connections from other fields into aviation safety analysis to understand, frame and solve complex problems
- Experience with BI tools and developing performance dashboards is highly desirable.

#### Competencies

- Working with people – *demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; supports and cares for others*
- Adhering to principles and values – *upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities*
- Delivering results and meeting customer expectations – *focuses on customer needs and satisfaction; sets high standards for quality and quantity; works in a systematic, methodical and orderly way*
- Applying Expertise and Technology – *applies specialist and detailed technical expertise; shares expertise and knowledge with others; uses technology to achieve work objectives and enhance business outcomes*
- Learning and Researching – *Rapidly learns new tasks; gathers comprehensive information to support decision making (collects, classifies, and disseminates knowledge of use to the organisation); demonstrates a rapid understanding of newly presented information; manages knowledge*
- Following Instructions and Procedures – *appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation*
- Creating and Innovating – *produces new ideas, approaches or insights, with a focus on continuous improvement*

#### Qualifications

- Tertiary qualifications or equivalent experience in engineering, science, mathematics or statistics.
- Industry experience in aviation, safety, including work health and safety, or risk related fields is desirable.

### 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.