



## Team Leader

### Brisbane Airways Technical Services

#### Position Detail

<b>Reports To</b>	Airways Systems Manager	<b>Group</b>	Information Management & Data Services
<b>Classification</b>	ASA7B	<b>Location</b>	Brisbane
<b>Reports – Direct Total</b>	20		

#### 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

The role contributes to the provision of Air Navigation Services by ensuring the operational safety and integrity of the enabling National Airways System.

The role provides leadership and management of a technically diverse team that delivers safe, efficient and effective frontline preventative and corrective maintenance, as well as allied support services.

The role manages relationships with a variety of internal and external stakeholders as required.

The safety of air navigation is the most important consideration when carrying out any duties associated with this position. This is performed in the context of a high reliability organisation and within associated regulatory frameworks.

#### Accountabilities and Responsibilities

##### Position Specific

- Continually work to align service delivery with internal and external stakeholder and customer requirements, organisational strategies and budget constraints.
- Ensure that all work is managed in conformance with Airservices key business systems and processes including (but not limited to) the Integrated Management System, system

maintenance processes and procedures, technical competency framework, work scheduling processes, national scheduling guidelines, reporting and risk management systems and frameworks.

- Undertake assurance activities to ensure technical operations and the workplace are managed in a safe, compliant and environmentally responsible manner. Participate and represent Airways Systems during external audit and assurance activities and manage corrective actions to completion.
- Manage contractors and third party providers to ensure compliance with Airservices safety management policy and procedures.

### **People**

- Provide leadership and the overall management of all staff within the team consistent with Airservices values and in alignment with peer managers.
- Lead and deliver workplace change to support management reforms through staff engagement, clear communications and active listening in line with Airservices values.
- Plan for succession and develop the leadership capability of the team to address future requirements of Airways Systems by identifying capability gaps and realising staff development opportunities.
- Develop and maintain amongst staff a high level of customer focus including monitoring and managing current and future expectations.
- Working with the team, support and oversight the establishment of staff work performance goals to meet Business Unit objectives and ensure a high level of staff engagement and understanding of organisational performance expectations.
- Provide regular, fair and consistent feedback to staff on their work performance, while also ensuring consistency with peer managers.
- Manage all staffing matters that fall within the personnel delegations of the position.

### **Compliance, Systems and Reporting**

- Ensure the safe, efficient and effective delivery of installation and maintenance services in compliance with legislation, Civil Aviation Safety Authority (CASA) and Statutory Authority regulations, and Airservices technical, security and safety standards.
- Adhere to Airservices security and information management policies and guidelines.

### **Safety**

- Comply with Airservices WHS, safety & risk management processes, policies & guidelines.
- Identify potential system safety risks and take appropriate action to prevent, address or escalate safety related issues eliminating any adverse impact on individuals or operations.
- Deliver a 'safety first' WHS environment in regard to all aspects of the team's work, ensuring best practice is achieved and sustained.

## **Key Performance Indicators**

### **Efficient, Effective and Accountable**

- Monitor key performance indicators, undertake trend analysis and conduct service delivery reviews to develop agendas to improve business processes and address root causes of non-compliance to prevent reoccurrence. Escalate engineering and safety issues as required.

### **Commercial**

- Application of Airservices financial policy and procedures when utilising authorised systems to procure.

### **Safety**

- Compliance with Airservices safety, risk, environmental and WHS frameworks and standards.

## Key Relationships

- Operational Supervisors: Supporting users of systems and responding to system issues and defect reports. Providing notice of service issues such as loss of service, forewarning of a potential loss of service or providing coordination for the removal or restoration of a service or system. Provide up-to-date system status and advise to system users.
- System Technical Advisors: Provide practical and specialist support for the resolution of equipment or system faults and maintenance issues with a national focus. To seek approval for all actions that are outside of prescribed standards or Temporary Technical Dispensations as required.
- Technical Operations Centre (TOC): Working with the TOC to coordinate corrective and preventative maintenance activities related to operational systems. Assist the TOC in the provision of support services.
- Other Technical Services Team Leaders: Liaise with Team Leaders in other Business Units to support cross-functional maintenance activities and explore business improvement opportunities.

## Skills, Competencies and Qualifications

- Demonstrated capability or line management experience in maintenance support of critical operational systems and associated infrastructure and facilities.
- Demonstrated leadership and management ability in an autonomous work environment exercising exceptional levels of initiative and judgment in both an independent and team situation.
- Demonstrated communication skills of the highest order, with the ability to converse on technical, financial and people related matters at all levels of the organisation.
- Demonstrated ability to lead the reviews of current procedures and practices with a view to reducing or removing non-value add activities leading to the continuous improvement of maintenance management systems and processes.
- Proven ability to effectively manage a complex maintenance facility which includes office, workshops and site storage.
- A sound knowledge and understanding of the practices and requirements of 'Fairness and Diversity', 'Work Health and Safety' and 'Values Based Leadership' and the demonstrated commitment to manage the practical application of these principles in the workplace.
- Appropriate tertiary or industry-specific leadership qualifications or evidence of relevant equivalent knowledge.
- Certificate IV in Training and Assessment (desirable).
- Australian Citizenship (requirement for Defence Baseline Security Clearance).

## 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 standards;
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest; and
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.