



## Chief Financial & Performance Officer (CFPO) – Operational Efficiency Finance Manager

Position Detail			
<b>Reports To</b>	Head Of Finance Strategy & Partnering	<b>Group</b>	Chief Financial & Performance Officer
<b>Classification</b>	MRP3	<b>Location</b>	Brisbane/Canberra
<b>Reports – Direct Total</b>	2		

### Organisational Environment

Airservices Australia is a government-owned organisation responsible for the safe and efficient management of 11 % of the world's airspace and provision of aviation rescue fire fighting services at Australia's busiest airports.

Our people are our greatest asset with a dynamic and diverse team operating from locations across the country – from bustling cities to regional and remote locations, including an island. This team keep Australia's aviation industry safe every day of the year, both in the air and on the ground.

We connect people with their world safely – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

Airservices is committed to fostering a culture that is diverse, inclusive, and respectful. We encourage motivated individuals who love what they do, value a service first mindset and embrace a challenge to explore a career with Airservices. In return you will be a valued team member, be offered flexibility and experience a meaningful career in an exciting, ever-evolving aviation industry.

### Primary Purpose of Position

You are part of the Finance & Performance division, that is focused on driving financial and performance excellence across the organisation.

The primary responsible of this role and your unique contribution is to drive process improvements, increase efficiency, and optimise the resources within the team to improve the overall finance team performance, enabling this team to add more value to the organisation.

You will establish a roadmap of key initiatives that will deliver a more efficient and effective finance function, focusing on the simplification, standardisation and automation of finance activities that are currently not optimised.

You will lead a program of work that seeks to embed best practice capabilities and ways of working within the finance team, and more broadly across the organisation for related processes.

You will develop the capabilities and skills of yourself and your team such that you are the champions of uplifting operational excellence and efficiency of both the finance team and the wider organisation.

## Accountabilities and Responsibilities

### Process Optimisation:

Identify efficiency opportunities in current finance processes and develop strategies to simplify, standardise and automate these processes, with the goal to enhance productivity.

Implement best practices for process automation, streamlining of workflows, and reducing manual interventions.

### Performance Metrics & Reporting:

Define key performance indicators (KPIs) to track operational efficiency and create dashboards and reporting to provide regular updates to senior management. Use data and analytics to identify trends and areas for improvement.

### Stakeholder Collaboration:

Work closely with stakeholders and interdependent teams across the organisation to ensure process improvements and changes meet collective needs and drive overall operational uplift beyond the finance team.

Lead and coordinate cross-functional teams to implement efficiency-driven projects.

### Change Management:

Lead or support initiatives for organisational change and improvements in operational processes.

Ensure smooth transition when introducing new tools, systems, or processes, providing training and support as needed.

### Risk Management & Compliance:

Identify operational risks and work with compliance teams to mitigate them while maintaining efficiency.

Ensure that all changes and optimisations comply with internal policies and regulatory requirements.

### Project Management:

Oversee the execution of projects aimed at improving efficiency, from discover, to ideation to completion.

Monitor project timelines, resources, and deliverables, ensuring that objectives are met within deadlines and budgets.

### Technology Integration:

Drive the adoption of technology solutions that enhance operational efficiency, such as robotic process automation (RPA) or artificial intelligence (AI).

Ensure proper integration of new technologies with existing financial systems and processes.

## Responsibilities

- **Analysis & Improvement:** Perform detailed assessments of operational processes to identify bottlenecks and propose solutions for improvement.
- **Process Documentation:** Develop and maintain documentation on processes, procedures, and best practices to ensure standardisation.
- **Team Leadership:** Provide leadership to teams working on process improvement projects, ensuring collaboration and a shared focus on efficiency goals.
- **Continuous Improvement:** Foster a culture of continuous improvement within the organisation by regularly reviewing and updating operational processes.
- **Benchmarking:** Stay up to date with industry standards and trends, benchmarking the organisation's processes against competitors or best-in-class organizations.

## People

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centered on principles of care and purpose.
- Communicate with influence to support the team's objectives and collaboratively engage with peers and other teams within Airservices.
- Develop and maintain a broad range of relationships to influence within the value chain at the peer and more senior levels, and positively influence external stakeholders.
- Coach and develop your team members with a focus on continuous improvement, best practice, and capability uplift across the team.

## Safety

- Exemplify, support and promote the behaviours of the organisation wide safety culture to embed that culture.

## Key Performance Indicators

### Process Efficiency & Optimisation

- More efficient and effective processes that are simple, standardised, and automated

### Commercial

- Effective contribution to organisational change activities to deliver efficiencies and improved business performance.

## Key Relationships

- Head of Finance Strategy & Partnering and members within the team.
- Finance Partner & Analytics Manager
- Project Finance Managers (embedded within portfolios)
- Central finance team
- Transformation Office
- Senior leaders and the Executive stakeholders across the business.

## Skills, Competencies and Qualifications

### Technical Capabilities and Experience

- **Analytical Skills:** Ability to analyse data, draw insights, and make data-driven recommendations.
- **Financial Acumen:** Strong understanding of financial operations, budgeting, and cost analysis.
- **Project Management:** Experience in managing projects with a focus on efficiency improvements.
- **Technology Savvy:** Familiarity with operational tools and automation technologies like ERP, RPA, or workflow management software.
- **Leadership:** Strong leadership and interpersonal skills to drive change and collaborate with multiple stakeholders.
- **Problem-Solving:** Capable of identifying and solving complex operational problems with innovative solutions.
- Experience in developing tools, processes, frameworks and embedding optimised ways of working within a matrix structure.

**Qualifications**

- A tertiary qualification in Finance or other business-related field.
- 15+ years experience in a commercial or financial management role
- Communication skills, networking and stakeholder management skills
- Negotiation and influencing skills
- Reporting and research skills
- Project management, planning and change management skills
- Business acumen, with a strong understanding of risk management
- Team-working, collaboration, and problem solving skills
- Experience of working with diverse teams, based locally and in other locations

**Behavioural Competencies**

- Working with people, including demonstrating an interest in and understanding of others; building team spirit; recognising and rewarding the contributions of others; listening, communicating proactively; caring for others; and communicating self-insight.
- Persuading & Influencing, including shaping conversations, promoting ideas, negotiating and maintaining networks.
- Proven ability to manage a diverse workload and competing priorities and be able to flexible adapt to changing work demands and circumstances

**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.