



Aviation Rescue Fire Fighting Services Development Specialist

#### Position Detail

<b>Reports To</b>	Head of Customer Engagement	<b>Group</b>	Customer Experience and Strategy
<b>Classification</b>	MRP 1	<b>Location</b>	Various
<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 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 an **Aviation Rescue Fire Fighting Services Development Specialist**, you will bring strong domain expertise in Aviation Rescue Fire Fighting Services (ARFFS) to drive alignment in the approach and outcomes of service design and development efforts.

#### Accountabilities and Responsibilities

##### Position Specific

- Provide ARFFS domain expertise to support service design and development for the following types of service changes:
  - service innovation: first-of-type services or novel service delivery models, new growth opportunities
  - service transformation: step change in service performance outcomes leveraging proven capabilities
  - changes to service design specifications.
- Define ARFFS service outcomes, giving effect to Airservices strategy, Enterprise Investment Plan and performance objectives
- Support the refinement of Airservices service offering, service levels, performance outcomes, value proposition, aligned to customer needs and owner expectations
- Lead the development and assessment of service solution options for desirability, viability and feasibility, including ensuring rigorous, evidence-based testing and validation of assumptions/beliefs/risks

- Provide ARFFS expert advice to support strategic choices assessment, prototyping, testing and proof of concept efforts
- Develop service design specifications that are outcome focused and can be effectively translated into detailed design and investment cases
- Analyse customer requests/issues and provide expert advice on service change implications and solutions, taking into consideration customer needs, Airservices strategy and owner expectations

#### People

- Maintain effective working relationships with colleagues and stakeholders across all levels to ensure that there is effective alignment and integration of service development activities in support of organisational objectives
- Demonstrate behaviours aligned with Airservices' values and culture of trust, care and accountability
- Guide and coach cross-functional, agile teams to apply and continually improve Airservices service development approach based on industry best practices
- Foster collaborative and accountable ways of working to influence customer-centric and outcome-focused mindset shifts

#### Compliance, Systems and Reporting

- Comply with all applicable regulatory and organisational requirements.

#### Safety

- Demonstrate safety behaviours consistent with Airservices strong safety culture, policy and process requirements.

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Service outcomes and design artefacts produced to support the delivery of Enterprise Investment Plan (EIP) aimed at transforming the customer journey and reducing the cost-to-serve
- Cross-organisational alignment on the service design and development approach
- Design thinking approach embedded in Airservices strategic and change management processes

#### Commercial

- Business outcomes and commercial acumen demonstrated from service design efforts
- Provision of advice on creating new value from transforming customer experiences

#### Safety

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

### Key Relationships

- Develop and maintain a broad range of relationships at the Executive, senior leadership and operational levels to achieve alignment on service development outcomes and process
- Perform a critical conduit role across customer experience, strategy and operational service delivery and exercise a broad sphere of influence
- Positively engage customers and stakeholders to build trust and credibility
- Effectively manage interfaces with functions such as Service Delivery to leverage complementary capabilities to realise benefits/value for customers from service development efforts.

### Skills, Competencies and Qualifications

- An experienced operational or change leader in an emergency service organisation
- A track record of enhancing customer and business outcomes through influencing and leading cross-functional change efforts
- Thought leadership and demonstrated ability in developing and operationalising innovative service solutions
- Strong ability in synthesising complex data/information (from qualitative and quantitative sources) to develop service solutions and strategic propositions
- Strong engagement and facilitation skills, including the ability to create consensus, motivate actions, constructively challenge assumptions and build trust-based relationships across functions or organisations
- Ability to holistically consider, assess and balance the needs and risks from customer, people and owner perspectives
- Demonstrated ability to collaborate and partner with experts and leaders in adjacent fields (e.g. strategic planning, innovation, transformation, project and service delivery), leveraging complementary capabilities and methodologies
- Experienced in producing high-quality service design or development artefacts in agile and learning-rich environment
- Strong written and presentation skills with a proven track record of effectively and concisely communicating complex technical and operational concepts to all levels of the organisation.

### 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.