



Senior Commercial Officer

Strategic Partner Management

Information Management & Data Services

Position Detail			
Reports To	Senior Contacts Lead	Group	Service Integration & Planning: Information Management & Data Services (IM&DS)
Classification	Airservices 7	Location	Canberra, Melbourne or Brisbane
Direct Reports Total	Nil		

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 154 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 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 a member of the IM&DS Strategic Partner Management Team (SPM) within the Service Integration and Planning Branch you will be responsible for contributing to the SPM core functions providing commercial input, advice and assurance to new sourcing projects, existing contracting arrangements and vendor relationships across Airservices Technology and Data Services landscape.

You will provide a proactive, consistent and responsive approach to achieving value for money (VFM) from third party spend and driving enhanced supplier performance in an increasingly contemporary service based environment. This in turn will allow your business partners to optimise their service delivery model/s and provide an efficient, effective and economical service to Airservices.

You will take into account the requirements of the Business providing advice on how these needs may be best met from a VFM perspective utilising commercial best practise to drive an effective service delivery phase within the contracting lifecycle.

As a Senior Commercial Officer you will also provide recommendations on commercial and supply chain management opportunities to support future business services. This role is a combination of commercial professional, stakeholder relationship and vendor management.

Accountabilities and Responsibilities

1. Identify and execute appropriate supplier engagement models using contemporary contracting principles, assisting the team to identify commercial (and potentially legal) risks,
2. Provide effective commercial management of high risk/value complex contracts ensuring that contracts are effectively governed in line with Airservices frameworks and professional best practise; champion continuous improvement,
3. Deliver specialist contract and vendor relationship management advice on suitable commercial opportunities / negotiation strategies including potential financial and contractual consequences through positive engagement with both internal and external stakeholders,
4. Support asset / service management to manage vendor delivery against agreed service levels identifying opportunities & weakness with plans for resolution, changes/improvements to commercial models and by developing and managing issue / dispute resolution,
5. Lead/Participate in multi-disciplined negotiating team(s) in complex negotiations,
6. Champion VFM across all sourcing and contracting activities, drive adoption through education and awareness, undertaking sourcing activities where required,
7. Contribute to the development and implementation of innovative performance and measurement metrics and supplier incentive schemes,
8. Build supply chain knowledge, risk management and supply chain continuity & resilience frameworks across the technical environment; Assist the introduction of category management as required.

Establish relationships with Team Leads and other senior managers within the allocated area of IM&DS, Finance and Corporate and other Airservices business areas.

- Provide backup within the team during times of absence and surge periods,
- Keep current with trends in IT Service Management and Technology focused Sourcing & Contracting environments.

People

- Provide effective leadership and management of vendors driving value and continuous improvement,
- Develop and maintain effective working relationships with all staff associated with this function.

Compliance, Systems and Reporting

- Understand and ensure that all sourcing and contract management processes are executed as required in accordance with Airservices Procurement and Supplier Relationship Management procedures, and with reference to sourcing and contracting best practise,
- Adopt an ethical approach to all sourcing and vendor engagement activities,
- Ensure deadlines are met in relation to documentation and reporting requirements.

Safety

- Demonstrate safety awareness and behaviours consistent with IM&DS requirements,
- Direct the safe provision of IM&DS services through assessing capacity and configuration requirements or issues.

Key Performance Indicators

Efficient, Effective and Accountable

- Development and use of fit-for-purpose vendor commercial opportunity and contract management plans,
- Delivery of VFM through contract negotiation and sourcing activities showing continuous improvement throughout lifecycle,
- Improved supplier and stakeholder assessment of IM&DS performance including compliance with relevant Airservices frameworks,
- Effective coordination between Airservices stakeholders to assess feedback on supplier performance,
- Reduce reactive renewals, duplication and waste,
- Manage issue resolution to service within specified timeframes particularly where a service is provided through multiple partners / vendors,
- Effective working relationships with stakeholders and vendors

Commercial

- Delivery of demonstrable VFM outcomes throughout commercial lifecycle, continuous improvement of vendor performance,
- Produce and manage commercial outcomes using Total Cost of Ownership principles,

- Deliver service contracting enhancements through commercial opportunity realisation and waste reduction.

People

- Engagement, informing, coaching, influencing, collaborating.

Safety

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

Key Relationships

- SPM and Service Integration & Planning Managers teams.
- IM&DS Business unit team leads and senior management levels.
- Procurement and supplier relationship services branch and Enterprise Sourcing branch.
- Vendors within designated portfolio.

Skills and Competencies

- Experience in conducting complex strategic sourcing and commercial management activities.
- Expertise in the provision of commercial advice to key stakeholders in respect of the management of commercial agreements and vendor relationships.
- Category and Supplier Relationship management experience.
- Ability to positively influence stakeholders and cross functional teams to ensure that optimal business outcomes are achieved.
- Demonstrated ability to manage multiple work packages and projects.
- Excellent attention to detail.
- An entrepreneurial mindset/demonstrated commercial acumen.
- Professional affiliation to a recognised professional body such as ICCM, CIPS or equivalent would be desirable but are not essential.
- Understanding of Technical and/or service based environments would be desirable but are not essential.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet Airservices Code of Conduct, as well as coach and develop others in relation to the same.

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.