

Continuous Improvement and Transformation Analyst

Position Detail

Reports To	Continuous Improvement and Transformation Manager	Group	COO
Classification	ASA6	Location	Brisbane, Canberra, Melbourne or Sydney
Reports – Direct Total	1+		

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 27 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 Shared Services function is a core component of the wider Chief Operating Officer division and provides the 'engine' of many critical processes and specialist skills that enable the organisation to deliver on its purpose. Shared Services is currently comprised of Payroll, Transactional Services (AP, AR, corporate and travel card administration), Travel, Revenue, Employee Support and Procurement.

One of the core deliverables of Shared Services is to provide enabling processes as a minimum viable product (MVP) and therefore the lowest cost to serve. As the Continuous Improvement and Transformation Analyst, you will play a pivotal role in analysing, optimising, and improving the organisational processes with the Shared Services function to enhance efficiency, quality, and overall performance. You will support the Continuous Improvement and Transformation Manager in assessing existing workflows, identifying areas for improvement, and implementing solutions to

streamline operations. Through data analysis, collaboration with stakeholders, and continuous evaluation, you will assist to drive positive change across the organisation to achieve the MVP position. Looking forward, this role will support the work into the upgrade of back office enabling systems when that is required.

This is a new role with critical purpose in the context of being part of establishing a new Shared Services function correctly from the outset.

Accountabilities and Responsibilities

Position Specific

- **Process Analysis:** Evaluate current business processes to identify strengths, weaknesses, and areas for improvement. Utilise a combination of qualitative and quantitative methods to gather data and insights.
- **Documentation:** Document existing processes, workflows, and procedures in detail, ensuring clarity and comprehensiveness. Create visual representations such as flowcharts or diagrams to illustrate processes effectively.
- **Optimisation:** Assist to develop and implement strategies to optimise processes for maximum efficiency, productivity, and quality. Collaborate with cross-functional teams to streamline workflows and eliminate bottlenecks.
- **Continuous Improvement:** Establish mechanisms for ongoing process improvement, including regular reviews, feedback loops, and performance metrics. Assist in identifying emerging trends, best practices, and opportunities for innovation.
- **Change Management:** Facilitate change management initiatives related to process improvements, ensuring smooth transitions and minimising disruptions. Communicate changes effectively to stakeholders and provide necessary training and support.
- **Technology Integration:** Evaluate and recommend technology solutions to automate and streamline processes where appropriate.

People

- Foster a close collaborative working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives
- Collaborate closely with the team to identify and map current state processes and to design and develop future state processes.
- Coach and collaborate with the relevant business stakeholders to develop process skills and capabilities and uplift the maturity of the internal business process practices.
- Deliver clear, effective written & verbal communication with people at all levels within the organisation.

Compliance, Systems and Reporting

- Collaborate with quality assurance teams to develop and implement standards, guidelines, and procedures to ensure process compliance and adherence to regulatory requirements.
- Analyse data related to process performance, including cycle times, error rates, and resource utilisation. Use insights gained to drive decision-making and prioritise improvement efforts.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Effective business process analysis, design, and documentation to deliver target outcomes and enable target benefits.
- Application of a structured business process analysis, process mapping and reporting methodology.
- Effective documentation and presentation of business process outcomes and artefacts.
- Maintain a strong stakeholder focus by coordinating and conducting required workshop and elicitation sessions and attending meetings as required.

Safety

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

Key Relationships

- Chief Operating Officer leadership team
- Team members across Chief Operating Officer department

Skills, Competencies and Qualifications

- Minimum 5 years' experience working in business process analysis.
- Experience in business process design, modelling, mapping and documentation.
- Strong written and verbal communication skills, with a proven ability to communicate with both business senior executives, internal and external stakeholders and to escalate issues appropriately.
- Strong interpersonal skills.
- Strong consultation and facilitation skills, both face-to-face and in remote working situations.
- Solid analytical thinking and problem solving.
- Ability to think both strategically and tactically.
- Solid focus on delivering business value.

Performance Standards and Behaviours

OFFICIAL
Position Description

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.