



# Change Assurance Manager

## Governance & Security

## Safety and Assurance

Position Detail			
<b>Reports To</b>	Governance & Security Manager	<b>Group</b>	Safety and Assurance
<b>Budget Accountability</b>	TBC - new role	<b>Location</b>	Canberra, Brisbane, Melbourne
<b>Delegations – Administrative Financial</b>	Per Airservices Australia – Management Delegations	<b>Reports – Direct Total</b>	2
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 140 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

There are 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.

The aviation industry and the technology environment we operate in is dynamic and we are implementing strategies to meet the disruptive challenges facing us. Our corporate strategy is focused on delivering significant change programs to meet the future needs of our industry whilst maintaining a primary focus on the delivery on services for our customers.

### Primary Purpose of Position

The Integrated Change Assurance team is accountable for preparing and delivering the annual change assurance plan and associated reporting of insights to the Executive and Board Safety Committee. The primary purpose of this leadership role is to provide assurance that the change programs on delivering the required benefits and that the risk baseline of our core services are not being impacted by the changes.

This role leads, plans, directs and manages the enterprise Change Assurance Program to provide assurance over change management processes as they related to safety and security of our service provision. It will also provide assurance on the integrity and robustness of internal assurance programs for key change programs.

The role will actively influence improvements in program governance and change management practices to ensure framework requirements (Safety Management System, Environment Management System, GRC Framework, Security Framework) are adequately considered and applied in all significant change programs.

The role will also work with other change assurance providers such as the Enterprise Program Office and Portfolio Offices to coordinate assurance activities, conduct integrated change reviews and produce reports and actions that make a difference to change program outcomes.

In addition, the role will lead the service design and process re-design program activities for the Safety & Assurance Group to ensure our services, frameworks and processes evolve and meet the current and future needs of Airservices.

You will be an integral part of the Safety and Assurance Group and Airservices leadership teams and you must establish and maintain a high-performing and accountable team and continue to deliver Airservices record of GRC, Security, Safety and Environmental excellence.

## Accountabilities and Responsibilities

### Program Change Assurance

- Lead the development of the Enterprise Integrated Change Assurance methodology and Change Assurance Program.
- Coordinate subject matter experts to conduct assurance reviews in accordance with approved Program.
- Provide high quality and practical governance, risk management, compliance and assurance risk and compliance services across the business groups and to the Executive team
- Prepare high quality assurance insight reports for Program Managers, Executives and the Board Safety Committee.
- Coordinate and oversee improvement actions with Program Managers and enterprise framework owners.

### Service Design and Process Redesign

- Lead the development and achievement of the service design and process redesign program for Safety & Assurance.

### People

- Maintain positive relationships with key senior internal and external stakeholders to achieve/negotiate optimal outcomes for the branch, group and organisation.
- Lead a high performing team with an emphasis on directing an accountable performance culture.
- Define, manage and monitor expectations/objectives for direct reports that support high levels of performance (including take action to address performance issues), coach and build/develop capability of branch staff, and identify high potential talent.

### Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies.

## Key Performance Indicators

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

- Development and implementation of the integrated change assurance program and conduct of change assurance reviews in accordance with approved schedule.
- Implementation of the service and process redesign program.
- Timely and accurate reporting with risk and business insights to Change Program Managers, Executive and Board Safety Committee.

### **Commercial**

- Question and adapt work activities to focus on continuous improvement, new ways of working and innovation to return commercial value on effort.

### **People**

- Appropriate and positive leadership contribution
- Appropriate and positive engagement with key stakeholders.

### **Safety**

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

## Key Relationships

As the leader of the enterprise change assurance program:

- Whole of enterprise – Program Managers, change managers, Executive, Direct Reports to Executive and Other Leadership Roles –coordination of change assurance program; conduct of assurance reviews over major change programs; management of external assurance providers; reporting to Executive and Board and oversight of remediation actions for Programs and Frameworks.
- Safety & Assurance Group – lead and deliver Group objectives, deliver outcomes which realigned with corporate strategy and lead by example.

## Skills and Competencies

- Extensive knowledge and experience in safety, governance, risk and compliance (GRC) programs or assurance strategy, framework and process design and implementation in a complex and geographically and professionally diverse organisation.
- Demonstrated knowledge and experience in program management and change management practices.
- Demonstrated strategic thinking including: developing and translating organisation's objectives/business drivers and aligning operational activities; harnessing information and opportunities; and analysing complex issues and exploring possibilities and innovative solutions.
- Highly developed and demonstrated leadership skills including:
  - *Influencing outcomes and achieving results* by delivering fit-for-purpose solutions and building capability,
  - *Responsiveness and efficiency* by working autonomously; managing a diverse work program and competing priorities; marshalling professional expertise; and achieving optimal outcomes.
  - *Building and sustaining internal and external relationships; guiding, mentoring and developing people; collaborating, consulting and partnering with others to positively impact organisational objectives and cultural change.*
  - *Interpersonal, representation and communication skills including a proven ability to: develop, influence and maintain productive working relationships at senior levels; manage conflict; and negotiate to achieve outcomes.*
- Must possess or have the ability to hold a Negative Vetting Level 1 Clearance.
- Desirable: Degree or higher in Business Administration, Safety or relevant field.
- Desirable: Membership to a professional body related to Safety or GRC.

## 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 lead, 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.