

ANS Operational Risk and Assurance Manager

Position Detail		Operational	
Reports To	ANS Operations Standards & Assurance Manager	Group	Air Navigation Services
Classification	OLR	Location	Brisbane
Reports – Direct Total	8		

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.

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 firefighting services at 26 Australian airports.

Airservices has initiated the Accelerate Program to realise our potential of becoming the recognised leader in the provision of safe and innovative services, and effective and efficient aviation rescue firefighting services. Accelerate is a short program, running to 30 June 2017, focused on rapidly progressing our transformation agenda. The focus of the Accelerate Program is to enable us to become a leaner, more efficient service provider, focused on being agile and responsive to the changing needs of our customers. To help us achieve this goal, we will develop new ways of managing assets and projects and modernise our systems and technology to position for success.

Primary Purpose of Position

As **ANS Operational Risk and Assurance Manager** you will lead and manage safety investigations, ANS risk and compliance frameworks, assurance activities, and drive continuous improvement in safety and risk management activities. This in turn, facilitates a safety culture into ANS service delivery.

Accountabilities and Responsibilities

Role Specific

- Develop and maintain relationships with other Airservices groups and units related to risk management, assurance activities and the safe and efficient provision of Air Navigation Services
- Provide assurance that changes to air navigation services and technical systems are introduced in a manner in which the fitness for service delivers appropriate safety assurance
- Maintain internal quality assurance procedures, including updating and review of procedures to ensure compliance with relevant regulations and standards
- Assuring national changes are efficiently delivering appropriate levels of safety assurance and service delivery

- Identifying through safety investigations amendments to standards and requirements so as to secure future safety outcomes

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Ensuring that the Operational Risk and Assurance staff are appropriately trained, competent, resourced and when necessary licensed, to effectively acquit their safety obligations
- Ensuring that the Operational Risk & Assurance staff are aware of, and held accountable for, their safety performance

Compliance, Systems and Reporting

- Support the OSAM in maintaining all ANS risk and compliance processes, including updating of current processes and revisions as appropriate
- Drive implementation of enterprise governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance
- Assuring that organisational systems and process comply with the requirements of [CASR Part 172, 171 and 65](#)
- Review and assure ANS compliance with the relevant safety management and risk management systems, consistent with Airservices enterprise safety and risk management systems
- Facilitating a culture within the organisation which embeds safety of air navigation as the most important consideration

Safety

- Developing ANS specific safety management process which is compatible with the Airservices Safety Management System framework
- Instigate and manage investigations into safety incidents, as required by Airservices safety and risk management systems and relevant regulations
- Monitoring relevant national safety performance against set targets
- Providing regular reporting on national safety performance to the OSAM
- Review and assess locations for service level changes (e.g. airports that may require an ATC service)
- Lead targeted safety and change management activities (e.g. activities supporting new services)
- Providing assurance that the ANS group complies with the requirements of the Safety Policy and SMS
- Implementing national preventive and corrective action in the form of standards to address performance deficiencies, elevated risk levels and secure future safety targets
- Provision of regular reports on safety performance to the Board Safety Committee
- Assuring that national changes to air navigation services are introduced a manner in which the fitness for service is declared, accepted in accordance with internal procedures, and delivers appropriate safety assurance
- Facilitating a culture within Operational Risk and Assurance which embeds safety of ANS service delivery as the most important consideration
- Providing a safe and healthy work environment for the Operational Risk and Assurance work environment for workers and visitors
- Demonstrate safety leadership and behaviours consistent with enterprise strategies
- Support consultation in relation to safety-related statutory regulatory duties and obligations

Key Performance Indicators

Efficient, Effective and Accountable

- Continuous and safe service delivery
- Transformation efficiency targets

Commercial

- Achieve unit budget objectives
- Customer satisfaction

Innovative

- Drive the identification and delivery of efficiencies in service delivery

People

- Employee Engagement
- Leadership capability development

Safety

- ANS Safety targets
- Compliance with incident avoidance targets (conflict prevention and resolution)
- Compliance with regulatory standards
- Establishment, maintenance and formal review/validation of ORAs and risk registers
- Testing of contingency plans

Key Relationships

- Airlines – engagement on service delivery and value proposition
- Industry peak bodies – service delivery and value proposition
- Safety, Risk and Audit – safety, environment, risk and compliance systems, standards and framework
- Civil Aviation Safety Authority – regulatory compliance
- Other Airservices OLRs and DREs which have a key relationship with operational service delivery

Skills, Competencies and Qualifications

Skills and Experience

- Experience in successfully leading a team in technology intensive industries in complex and safety critical operating environments
- Builds wide and effective networks of contacts inside and outside the organisation
- Extensive experience and a deep knowledge base regarding Air Navigation regulations, processes, practices and service delivery
- Exceptional leadership, influencing, stakeholder management and communications skills
- Demonstrated ability to drive, deliver and sustain large scale transformation, particularly with a focus on customer-centric change
- Proven commercial and business acumen
- Works productively in a high pressure environment
- Demonstrated experience with highly skilled and complex frontline workforce
- Holding direct reports accountable for decisions and actions
- Constructively challenging others; questions traditional assumptions, perspectives and viewpoints; encourages others to stay open to new ideas
- Responding to feedback in an appropriate manner by adjusting behaviour accordingly

- Promoting a culture of empowerment and continuous learning. Providing staff with development opportunities. Recruiting high calibre staff giving them full responsibility, authority and latitude to act
- Acting as a role model by openly communicating strengths and development needs.
- Personally developing strong interpersonal relationships and rewarding collaborative and cooperative behaviours

Performance Standards and Behaviours

As an employee 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