



Senior International Programs Specialist

Position Detail			
Reports To	Capability & Programs Manager	Group	Safety & Assurance
Classification	ASA 7A (TBC)	Location	Canberra, Melbourne, Brisbane
Reports – Direct Total	One		

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.

As a leader in the provision of air navigation services, Airservices actively participates in the evolution of Air Traffic Management (ATM) and Aviation Rescue and Fire Fighting Services (ARFFS) global standards and business practices in ongoing efforts to deliver efficient services to our customers. We also work to enhance the safety of air transport in our region assisting our neighbours improve their operations and internal capability. Airservices works closely with the Australian Government, through the Department of Foreign Affairs and Trade (DFAT) and the Department of Infrastructure, Transport, Cities and Regional Development (DITCRD), to provide such assistance.

Primary Purpose of Position

The **Senior International Programs Specialist** is responsible for overseeing, coordinating and managing the development, implementation and assessment of programs that Airservices delivers under the auspices of the assistance programs provided to neighbouring Air Navigation Service Providers (ANSPs). The role is also accountable for the overall relationship with neighbouring ANSPs under the assistance programs.

The **Senior International Programs Specialist** also oversees Airservices participation in the work of the International Civil Aviation Organisation (ICAO), which is completed in concert with the Tripartite (DITCRD, Civil Aviation Safety Authority and Airservices), and the Civil Air Navigation Services Organisation (CANSO).

The **Senior International Programs Specialist** may on occasion be required to travel domestically and internationally to deliver work objectives or represent Airservices.

Accountabilities and Responsibilities

Position Specific

- Lead the identification and coordination of the delivery of programs that meet our neighbouring ANSP's requirements and the Australian Government's expectations
- Monitor and assess the implementation and outputs of work programs to ensure agreed outcomes will be achieved
- Lead Airservices participation in the work of ICAO and CANSO to ensure it meets the needs and objectives of the Australian Government and Airservices
- Representing Airservices with foreign ANSPs, DIRDC, CASA and DFAT
- Providing cogent advice to internal and external stakeholders in relation to international programs and priorities

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
- Develop and maintain effective working relationships with key external stakeholders from the Australian Government, foreign ANSPs and other relevant parties to deliver organisational objectives
- Coach and develop a high-performance team with an emphasis on creating an accountable performance culture to ensure delivery of program priorities

Compliance, Systems and Reporting

- Lead the production of internal and external reports as required under program management arrangements to demonstrate public value and show the achievement of program objectives

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Effective professional relationships with key foreign ANSP staff, internal subject matter experts, consultants and Australian Government officials to support assistance programs
- Assistance program targets met and sustained performance outcomes achieved by foreign ANSPs
- Participation of Airservices in ICAO and CANSO forums to support organisational objectives

Commercial

- Performance of programs against schedule, budget and agreed metrics

Safety

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

Key Relationships

- Coordinating with Capability & Programs Unit Staff
- Managing direct reports within Capability & Programs Unit
- Liaising and managing Subject Matter Experts and external consultants tasked with delivering programs to neighbouring ANSPs
- Coordinating and influencing officials in DIRDC, CASA and DFAT
- Influencing and liaising with officials of relevant foreign ANSPs and regulators

- Coordinating and liaising with officials within Australian transport agencies and regulators

Skills, Competencies and Qualifications

Skills:

- Highly developed interpersonal, representation and liaison skills, including the ability to: build and maintain productive relationships at all levels; negotiate and influence others to achieve outcomes and results.
- Expertise in Safety Management Systems
- Demonstrated ability to work independently/autonomously across multiple tasks, while working collaboratively as part of multi-disciplinary teams
- Proven track record in a similar role.

Core competencies:

- Working with People
- Adhering to Principles & Values
- Delivering Results & Meeting Customer Expectations

Role-specific competencies:

- Deciding & Initiating Action
- Relating & Networking
- Persuading & Influencing
- Presenting & Communicating Information
- Planning & Organising

Qualifications:

- Degree or professional qualification in project management and/or international affairs is highly desirable

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.