



Program Manager

Airservice Modernisation Program (AMP), ARFFS

Position Detail

Reports To	Executive General Manager, ARFFS	Group	Aviation Rescue Fire Fighting Services (ARFFS)
Classification	Senior Manager	Location	Canberra
Fixed Term, 2 Years			

Organisational Environment

Airservices is a dynamic 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 control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

Our Aviation Rescue Firefighting Service (ARFFS) responds to approximately 6900 aircraft and airport emergency assistance requests nationally; our primary function is to rescue people and property from an aircraft crash or fire and from emergency incidents on the airport. Our ARFF service is one of the world's largest with more than 1000 team members based around Australia.

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.

Our values are:

- We are proud of our people and our contribution
- We build relationships on trust and respect
- We innovate for customer value
- We achieve more together
- We are authentic in our actions

Primary Purpose of Position

The AMP is a new and significant initiative that has been commissioned to ensure that our Aviation Rescue Firefighting Service (ARFFS) is 'fit for the future'. It focuses on a number of domains including:

- Leadership & Management
- Organisation & People
- Vehicles and Equipment
- Facilities and Training
- Support (vehicle, equipment, maintenance and supply)

The Program Manager, AMP is pivotal in establishing, defining and delivering the program of work to enable an enhanced and agile ARFFS for now and into the future.

The incumbent inspires new ways of thinking, delivering innovative and tailored solutions that are aligned to Airservices corporate plan and ARFFS Business Plan. Solutions under the Program are aligned to our corporate pillars of success; service excellence; service innovation; industry leadership and organisational agility.

You lead by example and visibly foster a culture of an 'all-inclusive ARFFS' where we work across the business to achieve more, are proud of and support each other and the contribution we make to ARFFS and Airservices Australia.

Accountabilities and Responsibilities

Position Specific

- Research and report on best practice to inform and advise on the creation of fit for purpose solutions under each stream of work, both nationally and internationally
- Defining and scoping each domain or stream of work under the AMP including development of program of works and associated project documentation including resource requirements (people, budget etc.)
- Developing and implementing strategy and project plan for the program team, including developing a robust risk mitigation plan
- Determine and manage the impact of risks (both financial and non-financial) and mitigations on project performance
- Work across the business to align activities with organisational frameworks and directions and ensure broad stakeholder buy-in and contribution
- Ensuring successful delivery of assigned projects within the approved budget, documented scope, to the required schedule and to an acceptable quality.
- Ensuring project schedules are complete, accurate and achieve an increasing schedule health check score.
- Understanding how different projects interlink and overlap
- Liaising with the communications team to increase awareness of program across Airservices and ARFFS
- Monitor, adjust and report on progress across a program of works including the provision of strategic project analysis and recommendations.
- Managing budgets and reporting on fund allocation
- Participating in any tender processes including design, submission and review
- Reporting on program performance to senior leadership team and other key stakeholders
- Ensuring relevant standards, process and regulations are upheld

People

- Lead, coach, develop, and retain a high-performance team with an emphasis on management accountability, best people practice and a continuous learning culture
- Foster a consistent, inclusive and cohesive ARFFS senior leadership team
- Maintain strong collaborative working relationship across Airservices leadership to ensure that there is effective co-ordination of all activities in support of organisational objectives (working across the business)
- Developing and maintaining strong relationships with the Key Stakeholders nationally;
- Develop and communicate a clear sense of direction, setting priorities and empowering others to deliver effectively and efficiently.
- Inspire and motivate others to deliver effectively and efficiently.
- Ensure direct reports have the necessary support and development to continually improve their skills, competencies and performance and thereby achieve their full potential.

Compliance, Systems and Reporting

- Drive implementation of enterprise governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance

- Delivery of projects to the schedule approved by the sponsor and ensuring project budgets are maintained to within 10% of the approved budget
- Ensuring critical path is maintained for every project.
- Project Risk documented and maintained completely and accurately in corporate systems as per instruction, and ensuring project schedules are maintained

Safety

- Facilitate the development, implementation, achievement and reporting of safety targets and safe systems of work
- Lead by example and establish clear expectations and understanding across your teams to ensure that all team members demonstrate Airservices values and safety leadership behaviours at all times
- Monitor and check compliance of Program Office to safety systems and procedures
- Ensuring accurate and realistic identification of project and enterprise issues and risks that will impact the successful delivery of the projects within the program and the business.
- Ensuring all work conducted within the program complies specifically with the Airservices' project management but generally the documented standards, instructions, processes and procedures.
- Ensuring compliance of staff assigned to the position to Airservices' requirements
- Discharge safety accountabilities as per Airservices' Safety Accountabilities and Responsibilities – and oversee the discharge of these accountabilities by all Unit staff to ensure 100% compliance with standards and practices.

Key Performance Indicators

Key Performance Indicators will be established through individual Work Performance Agreements and will be aligned to Airservices Corporate Plan and supporting business priorities. They will focus on our strategic pillars of Service Excellence, Service Innovation, Industry Leadership and Organisational Agility.

KPI's also include:

- Innovative, future-focused, efficient and effective integrated portfolio/program/project management solutions across a range of domains that provide value for money, align to our values and desired culture, meet the agreed return on assets and have regard to the lifecycle cost of asset ownership.
- Development and delivery of an AMP and associated projects of work that align to Airservices Corporate Plan and ARFFS Business Plan
- Demonstrates behaviours that foster an all-inclusive ARFFS and role model our organisational values
- Engagement of key stakeholders
- Compliance with safety, risk, environmental and any other standards
- Demonstrable achievements and success in engagement, development of direct reports leading to improved business and behavioural outcomes
- Meeting Aviation Rescue Fire Fighting Services / AMP Program budget targets

Key Relationships

As Program Manager you will build relationships of trust and credibility, particularly with our senior leaders and key stakeholders, including but not limited to:

- Airservices Executive Team
- ARFFS Leaders
- Airservices Executive and Senior Leaders
- Operations and Training/Development functions
- Stream Leaders (as allocated) and SMEs

Skills, Competencies and Qualifications

- At least five years plus demonstrated experience in managing and directing a complex and nationally visible program of work from initiation phase through to delivery including a high degree of commercial and business acumen

- Ability to think critically and objectively when considering options for resolving complex business problems
- Ability to deliver on programs and projects benefits within the time, scope, quality and budget and in accordance with all governance requirements.
- The demonstrated ability to develop and enunciate a clear vision and proven track record as a successful participant and influencer within in a senior leadership team
- Demonstrated ability to work collaboratively and across organisation boundaries at all levels
- Demonstrated emotional intelligence and commerciality to challenge the 'status quo', influence change and develop an inclusive and high performing culture.
- Highly developed interpersonal, representation and communication skills – including a proven ability to develop, influence and maintain productive and collaborative working relationships at senior levels
- Can demonstrate a proactive approach with an ability to handle multiple tasks, to prioritise and meet tight deadlines, be welcoming to change, and demonstrate composure during times of uncertainty and stress.
- *Highly Desirable* – Cert IV in Project Management or relevant accreditation
- *Highly Desirable* – Relevant tertiary qualifications or supporting qualifications/training covering a range of related disciplines (business, leadership, project or program management) and key management/leadership skills

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.

Other Requirements

This role will require interstate travel. Infrequent International travel may also be required.

This role is a senior leadership position and will require out of hours work as and when required.