

People Services Manager

People Capability Services, Aviation Rescue and Fire Fighting Services (ARFFS)

Position Detail			
Reports To	People Capability Manager	Group	Aviation Rescue and Fire Fighting Services
Budget Accountability	TBC	Location	Canberra
Delegations – Administrative Financial	Per Instrument of Delegations	Reports – Direct Total	5-7

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

As a leader within the ARFFS People Capability branch, you will lead the frontline HR function and team to deliver upon our strategic pillar of service excellence through the provision of strategic and operational HR advice and services that drive performance outcomes.

You will form an integral part of the ARFFS Group and Airservices leadership teams; establish and maintain a high-performing and accountable team; and continue to deliver Airservices' record of Safety, Environmental, WHS, Risk and Compliance excellence.

Accountabilities and Responsibilities

People Services

- Lead the provision of people related advice and services which support efficient and effective ARFFS service delivery.
- Proactive People solutions and initiatives that support building skills, capability and accountability growth across leaders
- Drive the implementation of enterprise HR and IR frameworks, Workplace Health and Safety governance systems and policies in ARFFS.
- Develop and implement approaches to improve people management capability within ARFFS.

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 team
- 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.
- Actively contribute towards a consistent, inclusive and cohesive ARFFS leadership team
- Maintain strong collaborative working relationship across Airservices 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 key Stakeholders;

Compliance, Systems and Reporting Compliance, Systems and Reporting

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

Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies
- Direct the safe provision of air navigation services through safe asset management and use practices and safe people processes

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:

- Delivers effective people related advice and service which meet the needs of the customer
- Demonstrates behaviours that foster an all-inclusive ARFFS and role model our organisational values
- Delivery of initiatives under the ARFFS People Strategy and associated key people initiatives
- 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 / People Services budget targets
- Effective Union Engagement
- Meeting budget targets
- Makes prompt, clear decisions which consider various options and risks.
- Provides team with clear direction, motivates and empowers others.

Key Relationships

As the leader of the People Services functions in ARFFS you are required to develop and maintain excellent working relationships across ARFFS and more broadly key aligned functions across Airservices. This includes but is not limited to:

- ARFFS Leadership Team including Direct Reports and Other Leadership Roles.
- People Policy & Development
- ARFFS, ANS and Enterprise Services People Capability Peers
- Direct Reports
- Leaders across ARFFS
- Payroll

Skills and Competencies

- Proven broad human resource management expertise, strategically and as a practitioner, in the design and delivery of business focussed and innovative strategic people outcomes within a large nationally based organisation
- Experience in successfully leading a service delivery team in complex industrially based operating environments.
- Demonstrated knowledge of Legislation, Policies and Practices relevant to contemporary human resources management.
- 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
- A successful track record of actively promoting diversity and a genuine commitment to equality
- 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* – Relevant tertiary qualifications in Human Resources Management or Business
- *Highly Desirable* – Relevant accreditations in workers compensation, psychometric tools, coaching, mediation and/or investigations
- *Desirable* – Membership or accreditation with the Australian Human Resources Institute (AHRI)

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.

Other Requirements

This role will require interstate travel.