Risk Intelligence Assistant

Position Detail			
Reports To	Risk Intelligence Lead	**Group**	Network Performance and Optimisation, Service Delivery
Classification	ASA5	**Location**	Canberra
Reports – Direct Total	0		

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 firefighting services at 27 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.

Primary Purpose of Position

The role is to assist the Risk Intelligence (RI) within Network Performance and Optimisation (NP & O). The role may also support some activities of the Network Performance and Analysis (NP & A) team.

RI primarily does numerical and data analysis to quantify and understand airspace risk. RI also runs the Australian Airspace Monitoring Agency (AAMA), assessing airspace risk and coordinating this with other international monitoring agencies.

The role will support the teams in a range of activities. This will involve:
- responding to emails involving requests for analysis and data
- extracting data from a variety of sources, including online
- managing various databases and ensuring accuracy and consistency
- running computer code and software to analyse data and produce reports
- checking and validating data
- creating documentation for systems and processes
- creation and management of dashboards
- assisting the team leaders in administration
- assisting in the writing of reports and documentation.

Depending on the experience of the candidate, the role may also develop to include programming in Python, visualisation of data and creation of dashboards (Power BI).

Accountabilities and Responsibilities

Position Specific

- Ensure data and reporting, integrity, and reliability,
- Ensure appropriate communication with stakeholders, managers, and team members.

People

- Maintain an effective working relationship with other Airservices staff and managers to ensure that there is effective coordination of all activities in support of organisational objectives.

Compliance, Systems and Reporting

- Support reporting systems and underlying data.

Safety

- Demonstrate safety behaviours.

Key Performance Indicators

Efficient, Effective and Accountable

- High level of satisfaction from internal partners and customers as measured by feedback.
- Delivery of validated data, analyses and reports that meet requirements and are within required timeframes.

Safety

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

Key Relationships

Primarily with managers and staff within NP & O (Service Delivery) as well as staff in Safety, Security and Assurance. Additional support to all areas of Airservices related to the context and provision of complex analyses, reporting and advice on Airservices performance.

Skills, Competencies and Qualifications

Qualifications and experience

1. Three-years relevant experience in reporting, data collection and analysis, report writing, <u>or</u>
2. tertiary qualifications in computing, science, mathematics, statistics, engineering, or a related quantitative discipline

Analytic skills

3. Experience in Microsoft Excel and Word
4. Familiarisation with data exploration, data wrangling and data visualisation techniques and tools
5. Familiarisation with SQL and Python (or another scripted language such as R or MATLAB) is desirable but not essential.
6. Familiarisation with dashboard tools (Power BI, Tableau) is desirable but not essential.

Communication skills

7. Strong English-language written and oral communications skills to enable a diverse audience to easily understand the methodologies, models, and results of data analysis.

Work skills

8. Ability to work autonomously and collaboratively as part of cross-functional teams.

9. Ability to deliver quality and timely work outputs within a fast-paced and complex organisational setting.

10. Ability to identify, and then self-learn, new areas.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct and our Values. 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.