

Service Transition Benefits Delivery Lead

Position Detail

Reports To	Service Transition Manager	Group	Customer Service Enhancement (CSE)
Classification	ASA7/ATC Secondment	Location	Melbourne/Brisbane/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 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.

Primary Purpose of Position

The Service Transition unit will provide value by acting as the primary business interface for the transition of the ATM Service Plan program through identifying, defining and driving the benefit enablers, and ensuring that all related benefit realising processes, systems and activities are delivered in a timely manner.

The Service Transition Benefits Delivery Lead will be responsible for identifying, defining and driving the delivery of benefits from the ATM Service Plan program through to Airservices' Customers.

The Benefits Delivery Lead will also be responsible for supporting the planning, development and coordination of the ATM Service Plan transition in support of the Service Transition Manager.

Accountabilities and Responsibilities

Service Benefits Delivery Lead

- Identify and define the individual benefit enabling initiatives necessary to drive the benefits from the ATM Service Plan program to Airservices as the customer
- Monitor the delivery of the enabling initiatives to ensure timely progression and successful delivery by the project management team
- Support the Service Transition Manager in the planning, development and coordination of the individual service transitions

People

- Support and encourage an effective working relationship with all Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives

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
- Support consultation in relation to safety-related statutory regulatory duties and obligations

Key Performance Indicators

Commercial

- Support the achievement as a unit in achieving budget objectives

People

- Support stakeholder and team engagement
- Actively participate and engage in personal capability development

Safety

- Compliance with regulatory standards

Key Relationships

- ANS operational leads
- IMDS and ANS project delivery functions
- Customer Service Enhancement Group leadership team
- Business Readiness and Transition team
- Stakeholders relevant to the ATM Service Plan program including external customers and the communication of the key ATM Service Plan customer benefits

Skills, Competencies and Qualifications

Skills and Experience

- Extensive experience in high performing teams in technology intensive industries within complex and safety critical operating environments
- Strong track record in stakeholder engagement and communications skills
- Extensive experience in analysis of highly complex project planning processes and an ability to interpret these plans
- Demonstrated experience with working amongst a highly skilled and complex frontline workforce in an operationally safety critical environment
- Critically analyse diverse and dynamic information, drawing from experience to ensure benefit realisation within Airservices and to its customers
- Strong written skills with a proven track record of effectively and concisely communicating complex technical and operational concepts to all levels of the organisation
- Previous Air Traffic Management experience is desirable but not essential

As a key member of the Service Transition team, you will consistently demonstrate a high level of performance and behavioural standards and take personal responsibility for driving your own professional development.

This includes:

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

Delivering Results and Meeting Customer Expectations

- Focuses on customer needs and satisfaction

- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

Planning & Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organise resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

Formulating Strategies & Concepts

- Works strategically to realise organisational goals
- Sets and develops strategies
- Identifies and develops positive and compelling visions of the organisations future potential
- Takes account of a wide range of issues across, and related to, the organisation

Analysing

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be part of a much larger system

Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes Responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction

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.