



Operations Manager

Position Detail

Reports To	Director Operations (Service Line)	Branch Group	ATM Operations Air Navigation Services
Classification	Team leader	Location	Various
Direct Reports	Nil		

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 control 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.

Primary Purpose of Position

The Operations Manager (OM) is responsible for the delivery of safe, efficient and resilient air traffic management services within a designated area of responsibility on a day to day basis. The OM is also responsible for the management of a set of technical pre-tactical issues (ie portfolios) associated with a designated area.

Accountabilities and Responsibilities

Position Specific:

- Enable the delivery of safe, efficient and resilient ATM services through the tactical management of an ATSC
- Manage a set of technical pre-tactical issues, within a designated area, on behalf of the associated Line Leader
- Identify new and emerging tactical operational risks, develop new risk assessments and liaise with the relevant stakeholders.
- Manage the day-to-day operational and tactical aspects of organisational change(s) and respond agilely to changing demands.
- Maintain financial discipline to enable efficient and effective service delivery through closely monitoring tactical operational spending on behalf of the relevant Line Leader.
- Build a performance culture based on demonstrated productivity improvements through the efficient use of people, finances and assets.

People:

- Build and maintain positive and effective relationships with peers, collaborative partners, stakeholders and customers to achieve the most appropriate outcomes for the organisation.
- Maintain effective working relationships with other Airservices staff to ensure effective coordination of all activities in support of organisational objectives.
- Manage own performance in a manner that models Airservices values (supporting behaviours).
- Communicate the local and broader strategic direction and its implications
- Define tactical performance expectations and provide coaching / mentoring to improve the capability of both individuals and the team over time.

Compliance, Systems and Reporting:

- Implement strategies to monitor performance of regulatory and organisational compliance requirements.
- Undertake analysis of reports, assessing trends and preparing strategies to address negative trends and to achieve performance targets.

Safety:

- Demonstrate safety behaviours consistent with enterprise strategies.
- Actively monitor operational safety performance and undertake appropriate intervention to improve safety performance.
- Demonstrate leadership to ensure organisational WHS standards are promoted, undertake regular reviews of WHS standards in the workplace and act to address identified deficiencies.
- Monitor compliance with safety, risk, environmental and any other standards and act to address deficiencies.

Key Result Areas

- Safety and Network performance
- Financial control
- Consistency
- Risk and compliance
- Business Readiness
- Service Resilience
- Staff Engagement
- Leadership Capability

Key Relationships

Maintain a set of relationships critical to the delivery of a balanced set of objectives such as;

- Director Operations, Line Leaders and Operations Managers within the relevant and associated ATM Operations service lines.
- Managers and specialists within support areas such as HR, Finance, IR, Risk, Compliance, Standards, Change Support etc

Skills, Competencies and Qualifications

- Extensive air traffic control experience.
- Demonstrated communication, liaison, leadership and management skills which will support, motivate and influence others in the achievement of goals and objectives.
- Demonstrated business skills, including in the areas of safety/risk management.
- Highly developed written and oral communication skills. The ability to provide input and briefings to senior management, the executive and a range of external parties including airlines customers and industry stakeholders.
- Demonstrated ability to manage high workloads, set priorities, meet deadlines and work effectively and flexibly to changing circumstances and priorities.
- Tertiary qualifications in management, business or a technical field are 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.
- Fostering a work environment that demonstrates Airservices values, rewards team work, encourages collaboration and achieves continuous improvement.