



Change Analyst

Position Detail			
Reports To	Change Analyst	Group	OneSKY & Aerospace
Classification	ASA6	Location	Flexible
Reports – Direct Total	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 140 million passengers and provide air navigation services across eleven percent 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.

Airservices is currently undergoing a transformation. We have several large scale and exciting Change Programs to meet the needs of the ever-changing airspace environment. The OneSKY and Aerospace Change Program will deliver next generation services including the future Civil Military Air Traffic Management System (CMATS), a joint initiative with the Department of Defence and the Royal Australian Air Force (RAAF).

The RAAF is charged with providing Air and Space Power to the Australian Government to achieve its national security outcomes. Within the RAAF, Number 44 Wing provides Air Traffic Control services, operating twelve air traffic control towers and nine approach control facilities across Australia as well as providing tactical battlefield airspace control from deployed locations.

The OneSKY & Aerospace Change Program will replace the two current, independent civil and military air traffic management systems with a single advanced system and improve aviation safety and efficiency through national standardisation, modernised airspace, and transitioning aerodromes to digital platforms.

This fundamental organisational and industry transformation will maximise the benefits and value of the future system as described in the National Aviation White Paper 2009.

Primary Purpose of Position

As Change Analyst, you will use your experience in organisational change management to enable successful implementation. Working as part of a Project change team, you will support organisational change delivery, ensuring adoption, resistant management and readiness is managed with change initiatives. The Change Analyst will focus on supporting the people side of business process, system, governance, cultural, physical, customer and social impacts of change.

Our ideal candidate is comfortable with and has demonstrable experience in supporting Change Managers working across multiple projects simultaneously.

You will have 2+ years' experience in supporting change across complex organisation(s). You will have a bachelor's degree in a relevant field or equivalent experience. Most importantly, you will have a passion for driving the best for our people and our organisation.

Accountabilities and Responsibilities

Position and People Specific

- Leveraging Airservices' framework, methodology and principles, undertake and develop fit for purpose change artefacts including change impact assessments, stakeholder analysis, training needs analysis, communication plan, business readiness assessment and transition plan to support the implementation of change activities.
- Support the Change team, in drafting content for communications and engagement as well as supporting training and other change activities that enable a successful change adoption for our people.
- Develop and maintain a broad range of relationships to influence within the value chain with their team and at peer level, and positively influence stakeholders.
- Support and work collaboratively across the Change Team to ensure consistency of service, integrated decision making and cumulative assessment of change impacts.
- Assist in the preparation of regular status updates of planned change activities and provide regular input into the change heatmap and other change reporting documents.
- Maintain an effective working relationship with the Program team to ensure that there is coordination of change activities in support of the Program's objectives.
- Work closely with business as usual teams to effectively embed change and to ensure the change is sustained and benefits are realised.
- Actively support and contribute to the broader Airservices Change Community of Practice.

Compliance, Systems and Reporting

- Provide reporting and other updates to Steering Committee, Program, Enterprise Change.
- Support change management planning and processes, ensuring setting and achieving key milestones.
- Develop and maintain documentation and reports which measure and inform the progress across the Change Program/Project.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Work with leaders and managers to provide a psychologically safe environment for our people as they transition to new ways of working.

Key Performance Indicators

Efficient, Effective and Accountable

Apply change methodology resulting in successful change delivery and embedment.

Commercial

Support commercially practical change interventions – on time and within budget.

Safety

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

Key Relationships

- Program Change Team
- Program and Project Team.
- Communications partner
- Training team
- People Partner
- All levels of Leadership, across both corporate and operational business units.
- Various organisational-wide working groups who have vested interests in the Program's direction & success.
- Change champions in impacted areas.
- Change Community of Practice.

Skills, Competencies and Qualifications

Strategic Thinking and Value Creation

- Able to identify the change management requirements for each impacted business unit/team.
- Draw on Airservices' cultural reform priorities to align and shape the required change.
- Able to think outside the box and challenge the status quo to get better outcomes.

Operational and Technical Change Management Excellence

- Advanced skills in Microsoft – PowerPoint, Excel, Word.
- Experience working with the PROSCI change methodology.
- Understanding and experience in how to apply change and adoption frameworks in agile, waterfall and hybrid settings.

Customer Service Mindset

- Strong stakeholder management skills at all levels within the organisation, with our service partners, and other third parties.
- Able to apply human centered design considerations when designing and delivering change.

Communication and Leadership skills

- Good problem-solving ability to appropriately challenge outcomes and drivers.
- Ability to influence appropriately.
- Collaboration and effective teamwork with the ability to lead and develop change capability within the organisation.
- Effective facilitation skills, active listening and communication capability.
- Sound verbal and written communication skills.
- Effective problem identification and solving skills and experience.
- Remains calm and optimistic, even when things don't go as planned.

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.