



Strategic Stakeholder Manager

(Communications)

Aviation Rescue and Fire Fighting Services (ARFFS)

Position Detail

Reports To	Executive General Manager, ARFFS	Group	Aviation Rescue and Fire Fighting Services (ARFFS)
Location	Canberra		

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.

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 850 operational 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.

Primary Purpose of Position

As a forward focussed innovative Communications and Stakeholder Management expert and leader within the ARFFS you will lead the ARFFS Strategic Stakeholder function, with responsibility for engaging with and influencing ARFFS internal staff, external customers and stakeholders to maximise engagement, alignment, reputation and branding.

You will form an integral part of the Aviation Rescue and Fire Fighting Services 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

Strategic Stakeholder Management

- Establish and maintain a clear understanding of the strategic context for the business
- Through an innovative approach, develop and manage our internal communications program to maximise staff engagement, awareness and support for ARFFS and Airservices direction
- Develop and manage our internal communications program that supports and promotes an all-inclusive and supportive ARFFS that promotes our organisational values

- Develop and maintain our external communications program to maximise brand awareness and the promotion of ARFFS while protecting our reputation at all times.
- Proactively seek information, identifying issues and opportunities, and developing innovative solutions
- Manage ARFFS customer and stakeholder relationships effectively to ensure opportunities are maximised.
- Where issues arise work within the business to identify an appropriate course of action
- Identify and analyse strategic issues for ARFFS, identify insights into the long term industry future and define the impact on ARFFS strategic direction
- Use a variety of written and oral communication to develop and / or influence the strategic plan, implementation frameworks and communications messages
- Work across the business to ensure consistency of communication styles and messaging including working closely with other stakeholder and communication functions across Aircservices

People

- Lead, coach, develop, and retain a high-performance team with an emphasis on management accountability, best commercial practice and a continuous learning culture
- Maintain an effective working relationship with Aircservices leadership across ARFFS and the broader business to ensure the delivery of an inclusive, comprehensive and tailored approach to ARFFS communications nationally
- Develop relationships with external stakeholders, suppliers and industry professionals to enhance ARFFS communications, reputational and stakeholder outcomes
- Ensure direct reports have the necessary support and development to continually improve their skills, competencies and performance and thereby achieve their full potential
- Builds wide and effective networks of contacts inside and outside the organisation

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
- Manage the development, implementation and reporting of safety targets and safe systems of work
- Manage the achievement and reporting of safety performance targets

Key Performance Indicators

Key Performance Indicators will be established through individual Work Performance Agreements and will be aligned to Aircservices 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:

- Ensuring a consistent and coordinated national approach to internal and external communications and stakeholder management
- Delivers effective and proactive strategic stakeholder advice and services which meet the needs of ARFFS.
- Improving and maintaining ARFFS internal perceptions of communications effectiveness
- Managing an efficient and effective function and team including management of budget and resources
- Compliance with regulatory, safety, risk, environmental and any other standards
- Demonstrable achievements and success in engagement, development of direct reports leading to improved business and behavioural outcomes
- Establishes and maintains effective relationships with customers and other stakeholders.
- Provides team with clear direction, motivates and empowers others.
- Takes responsibility for actions, outcomes and people.

Key Relationships

As the leader of the Strategic Stakeholder (Communications) 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:

- Direct Reports
- Leaders across ARFFS
- Office of the Chief Executive
- Communications, Stakeholder Management and Government Relations functions across Airservices
- External Stakeholders, Suppliers and Industry Professionals

Skills and Competencies

- Strong leadership, influencing, stakeholder management and communications skills
- Relevant tertiary qualifications in Communications or a related field
- Proven communications (internal and external) experience at a senior advisor level or higher, within a large nationally based organisation
- Demonstrated ability to develop and present innovative solutions and influence outcomes
- Ability to think strategically and experience working at both a strategic and tactical level
- Superior written and verbal skills, creative flair and an eye for detail
- Proven relationship and stakeholder management skills
- Proven ability to work under pressure and regularly meets deadlines in a multi-tasking environment

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate and model 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

The role requires the ability to travel as and when required. This may be to any of our 26 locations nationally.