



Safe Place Investigator

Position Detail			
Reports To	Safe Place Manager	Group	People and Culture
Classification	ASA 7A	Location	Flexible (ACT, QLD, VIC)
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 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 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

Responsible for providing independent, compassionate and human-centered response to allegations of bullying, sexual harassment, harassment and exclusion in the workplace, Safe Place is a newly-created function, crucial to the success of Airservices' culture reform.

As the Safe Space Investigator you will play a critical role in ensuring that consistent and appropriate processes and mechanisms are in place to foster a culture of psychological safety; free of inappropriate behaviour.

Working as part of a newly-formed team, this role is accountable for conducting high quality, professional and timely investigations of allegations of workplace misconduct.

The Safe Place Investigator will play an important part in supporting the organisation's culture by building trust and confidence in the way breaches to Airservices' Code of Conduct are managed.

You will support enterprise-wide preventative and investigative strategies and bring consistency to responses to instances of bullying, sexual harassment, harassment and exclusion in the workplace.

Accountabilities and Responsibilities

Position Specific:

- Ensure consistent, timely and comprehensive investigations that demonstrate our commitment to a positive and fair employee experience
- Provide information to participants on the progress of investigations
- Brief out investigations to independent external advisors as required

- Monitor the welfare of respondents through the investigation process, and arrange for support if required.

People

- Establish, develop and maintain effective working relationships across Airservices
- Work with leaders and the People Community on programs and initiatives to achieve a culture where people feel safe voicing their concerns and calling out inappropriate behaviours; and workplace investigations are trusted and valued

Compliance, Systems and Reporting

- Ensure all investigations and referral documentation and reporting requirements completed within agreed timeframes.
- Ensure all PID documentation and internal/external reporting requirements are completed
- Escalate where issues may negatively impact on the business.

Safety

- Act as an internal advocate promoting an inclusive, healthy and supported workforce
- Demonstrate safety behaviours consistent with enterprise strategies
- Ensure that parties to investigations feel safe and supported throughout the process.

Key Performance Indicators

Efficient, Effective and Accountable

- Workplace investigations are of high quality, professionally managed and completed within expected timeframes
- All investigations are managed confidentially and respectfully
- Parties to investigations are kept updated and informed on the progress of the process
- Timely delivery of Safe Place deliverables including risk action items and audit actions
- Records management of Safe Place are in accordance with Airservices' Information Management Framework and legislative obligations
- Reporting is completed within expected timeframes.

Commercial

- Compliance with relevant procurement and contract management standards, including supporting the relationship with current Workplace Investigations panel.

Safety

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

Key Relationships

To be successful in this role, strong working relationships with a wide range of stakeholders across the organisation will be critical. Examples of these include:

- People leaders at all levels (from executives to line leaders)
- People community

Skills, Competencies and Qualifications

- Experience and expertise in a range of conduct and ethics related activities including: workplace complaints, investigations, forensic analysis, reporting requirements and execution and PIDs.

- Proven highly developed verbal and written communication skills including the ability to present to different audiences through various forms of media; ability to influence through writing; ability to convert high levels of data into concise, succinct and effective summaries.
- Demonstrated passion for diversity and inclusion with experience supporting programs of change and culture building
- Demonstrated ability to manage multiple stakeholder relationships to negotiate, motivate, influence and achieve outcomes
- Certificate IV in Government Investigations 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. These include:

- 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.