



Head of SSEA Improvement

Leadership Position Detail

Reports To	Director SSEA	Group	Safety, Security & Environment
Leadership Classification	MRP3	Location	Flexible
Reports – Direct Total	5		

Organisational Environment

Airservices Australia is a government-owned organisation responsible for the safe and efficient management of 11 % of the world's airspace and provision of aviation rescue firefighting services at Australia's busiest airports.

Our people are our greatest asset with a dynamic and diverse team operating from locations across the country – from bustling cities to regional and remote locations, including an island. This team keep Australia's aviation industry safe every day of the year, both in the air and on the ground.

We connect people with their world safely – linking family and friends, generating economic activity, creating jobs, and facilitating trade and tourism.

Airservices is committed to fostering a culture that is diverse, inclusive, and respectful. We encourage motivated individuals who love what they do, value a service first mindset and embrace a challenge to explore a career with Airservices. In return you will be a valued team member, be offered flexibility and experience a meaningful career in an exciting, ever-evolving aviation industry.

Primary Purpose of Position

The Head of SSEA Improvement is a strategic leadership position focused on improving and integrating the Safety, Security, and Environment Assurance (SSEA). This role is responsible for the ongoing development and implementation of the Airservices Safety, Security, and Environment Strategy, delivering key improvement initiatives and the provision of shared services across SSEA teams including integrated systems, reporting, and insights teams

The Head of SSEA Improvement will report directly to the Director of Safety, Security, and Environment Assurance, enabling transformative progress in safety practices and cultural shifts across Airservices. Success will be achieved through strong influence and leadership over a team of subject matter experts, project managers, and change managers, fostering a collaborative approach to excellence in safety and sustainability.

Accountabilities and Responsibilities

Leadership

- Ongoing development and embedding of the SSEA Strategy that aligns with Airservices' overarching strategic objectives, ensuring a cohesive approach to safety, security, and environmental advancement.
- Provide the leadership to improve and integrate SSEA processes, championing simplification, efficiency, and a proactive approach to continuous improvement.
- Serve as a thought leader to inspire cultural shifts in SSEA practices, fostering a mindset of accountability, collaboration, and shared ownership of safety across Airservices.
- Establish and co-chair cross-functional forums to promote alignment and collective commitment to the SSEA Strategy.
- Cultivate and maintain productive relationships with stakeholders at all levels, both within and outside Airservices, to support and advocate for the Change Program's goals.
- Continuously evaluate and monitor SSEA programs, identifying and implementing adjustments to maximize impact and effectiveness.
- Oversee efficient resource allocation and budget management to ensure successful delivery of SSEA programs, optimizing operational efficiency.

People Leadership

- Build and nurture strong relationships with Airservices leaders, managers, and teams to ensure coordinated efforts in achieving organizational goals.
- Coach and mentor team members to support their professional and personal development, fostering a high-performance culture.
- Lead the team effectively, promoting a work environment that motivates and empowers team members to perform at their best.
- Provide guidance to project and change teams, instilling project discipline, accountability, and a delivery-focused mindset.

Operational Compliance, Systems, and Reporting

- Define and track metrics for success on change initiatives, ensuring continuous improvement is aligned with the program's objectives.
- Deliver regular reporting on change progress, identifying potential blockers and recommending solutions.
- Lead program-level planning for improvement initiatives, setting and achieving key milestones to support successful outcomes.

Safety and Well-being

- Model and promote safety behaviors aligned with enterprise strategies, setting a positive example for the organization.
- Partner with leaders, managers, and program teams to create and maintain a psychologically safe environment, supporting a smooth transition to new ways of working and promoting resilience.

Key Performance Indicators

Efficient, Effective and Accountable

- Applies change methodology resulting in efficiency and efficacy improvements

Commercial

- Produces commercially viable business cases for change – on time and within budget.

Safety

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

Key Relationships

- Executive Leadership Team
- SSEA framework and system owners
- Senior Responsible Owners
- Program and Project Team
- All levels of leadership, across both corporate and operational business units
- Various organizational- wide working groups who have vested interests in the Program's direction & success.

Skills, Competencies and Qualifications**Qualifications**

- Bachelor's degree in a relevant field; advanced degree preferred.
- Extensive experience in safety management, risk assessment, or related fields.
- Proven track record of leading and implementing organizational change initiatives.
- Strong project management skills, including the ability to manage multiple complex projects simultaneously.
- Excellent interpersonal and communication skills, with the ability to engage and influence stakeholders at all levels.
- Leadership experience in driving safety culture transformation.
- Familiarity with aviation industry regulations and standards (preferred).

Key Competencies:

- Leadership and strategic thinking.
- Change management expertise.
- Stakeholder engagement and relationship-building.
- Strong analytical and problem-solving skills.
- Effective communication and presentation skills.
- Results-oriented and deadline-driven.

Strategic Thinking and Value Creation

- Critically assess the change requirements for each impacted business unit/team.
- Develop and deliver a strategy for change management including principles, techniques, and tools.
- Draw on Airservices' cultural reform priorities to align and shape the Change Program
- Structure problems, identify and succinctly recommend solution options and manage evaluation processes including any supporting analysis, team and appropriate functional inputs and research.
- Think strategically about the long-term change and apply tactical responses to achieve the best outcome.
- Think outside the box and challenge the status quo to get better outcomes.

Customer service mindset

- Strong stakeholder management skills at all levels within an organization, with

- service partners, and other third parties.
- Competent and experienced in using human centred design considerations when designing and delivering change.

Communication and leadership skills

- Strong problem-solving ability with the competence to negotiate and resolve conflict successfully.
- Collaboration and effective team working with the ability to lead and develop change capability within the organisation.
- Effective facilitation and influencing skills, active listening, and communication capability.
- Experience with working in a large organisation leading and delivering people focused improvements.
- Effective problem identification and solving skills and experience.
- Attention to detail with an ability to keep the focus on outcomes.
- Comfortable working in an environment with changing priorities and working iteratively.
- Ability to prioritise work in a high demand environment.

Leadership Performance Standards and Behaviours

Airservices Leadership Standard of **Know Me**, **Focus Me** and **Value Me** is a clear articulation of how we expect our leaders to lead our people supporting a culture of trust, care, and accountability.

The Airservices value chain operating model provides the basis for cultural reform of Airservices, driven by empowered and accountable leaders working together to deliver results.

This role has a strong people focus where leadership is demonstrated through embedding positive employee experiences and new ways of working across the following:

Lead inclusively

- Lead, coach, develop and retain a high performing team by demonstrating authenticity and engaging our people with a Know Me, Focus Me and Value Me focus
- Every leader in Airservices must demonstrate constructive behaviours aligned with our values and target culture of trust care and accountability.

Think strategically

- Promote, support and guide teams to drive quality delivery whilst shifting mindsets to focus on continuous improvement and transformation.

Collaborate effectively

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.
- Develop and maintain a broad range of relationships to influence within the value chain at an Executive, peer and team level and positively influence internal key stakeholders.

Communicate with impact

- Create and support an environment, which fosters an emphasis on collaboration and accountability to promote a trust-based, inclusive culture centred on principles of care and purpose.

Deliver outcomes

- Lead our people effectively to collectively contribute and deliver on Airservices goals by optimising and developing business systems.

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.