

Head of Government Regulatory and International Engagement

Leadership position detail

Reports to	Chief Customer and External Relations Officer
Leadership classification	MRP4
Group	Chief Customer and External Relations Officer
Location	Canberra
Reports – Direct Total	7

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 fire fighting 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

As Head of Government, Regulatory and International Engagement you will be responsible for enhancing our reputation and trust with our owner, regulators, other government and international stakeholders; and supporting the whole-of-government strategic agenda for fostering aviation.

You will also support strategic regulatory engagement on key projects and initiatives and drive our international engagement strategy. You will also work closely with Community Engagement to ensure government stakeholders are aware and informed of proposed community consultation proposals in a timely manner.

Accountabilities and responsibilities

Position Specific

- Develop and drive execution of our government, regulatory and international engagement strategies, aligned with our Corporate Strategy ensuring a consistent outcome-focused stakeholder engagement approach
- Deliver actionable insights on our political and regulatory environment
- Provide strategic advice and recommendations to the Executive on complex policy and regulatory issues

- Position Airservices as a trusted advisor to influence government policy, programs and regulatory reforms to support our strategy, build our brand and shape the aviation ecosystem
- Work closely with Customer Engagement, Community Engagement, Communications and operational teams to ensure information is consistent, coordinated and supports positions on key topics of interest
- Lead the delivery of our international programs (e.g. Indonesia Transport Safety Assistance Package, Papua New Guinea Memorandum of Understanding)
- Track and report on the progress, performance and outcomes of international program delivery
- Build strong relationships with our neighbours based on thought leadership and quality advice/support to improve regional aviation outcomes

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Anticipate the needs of, engage and build effective relationships with senior officials in relevant Minister's offices, within the Department and other government agencies to support whole-of-government decision making and alignment of objectives
- Drive effective strategic engagement with all relevant regulatory/oversight authorities (e.g. CASA, ACCC, Department of Home Affairs, ANO, Comcare, ATSB), focusing on proactively approaching and shaping regulatory reform outcomes that support our strategy
- Facilitate international relations to influence standards and practices to foster aviation and position Airservices as a global thought leader in aviation, including leading/coordinating and overseeing our participation in international forums (e.g. ICAO, CANSO)

Compliance, Systems and Reporting

- Prepare and deliver reports, briefings, parliamentary submissions, meeting papers and correspondence for the CEO, Minister, Senate Committees, regulators, ICAO, CANSO and other relevant stakeholders
- Liaise across Airservices to proactively identify and manage risks/issues and ensure consistent outcome-focused messages internally and externally

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key performance indicators

Efficient, Effective and Accountable

- Significant experience leading government, regulatory and/or international relations functions in a large, complex organisation
- Proven government and international relations/diplomacy skills and experience
- Expert knowledge or ability to obtain in a short period on aviation industry regulatory/policy framework, standards, practices, and the workings of key international associations/forums
- Demonstrated ability building and maintaining relationships at Executive, senior leadership and technical/operational levels across organisational boundaries, including navigating various national, cultural and regulatory settings
- Superb written and verbal communication skills, including the proven ability to prepare to clear, succinct and engaging presentations and material targeted at senior government and business audience
- Skilled in synthesising and delivering insights from complex information/analysis clearly to support governmental, regulatory and international engagement
- Strong influencing and negotiation skills to facilitate collaborations, foster political and global networks and drive outcomes

Safety

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

Leadership

Proven leadership capabilities in developing, coaching and coordinating high-performing cross-functional teams.

Key relationships

Skills, competencies and qualifications

- Demonstrated skills and experience in leading strategic engagement with government stakeholders or stakeholders working with government clients
- Demonstrated experience in developing and sustaining relationships with those in senior levels of government and ANSPs, at both a domestic and international level
- Sound knowledge and understanding of the machinery of government, key government processes (including Cabinet and Budget) and how to influence outcomes within this environment
- Skilled in building and maintaining relationships at Executive/senior leadership levels with government stakeholders as well as internal stakeholders
- Superb communication, influencing and negotiation skills to foster consensus and collaborative ways of working to advance government objectives of fostering aviation
- Knowledge and understanding of Airservices, aviation and the environment in which Airservices operates, including its stakeholders, is desirable.

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.
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