



Procurement and Commercial Services Administrative Co-ordinator

Position Detail

Reports To	Head of Procurement and Commercial Services	Group	Chief Financial Officer Group
Classification	ASA 4	Location	Sydney, 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 154 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.

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 **Administrative Coordinator** you will be responsible for providing administrative support to the Head of Procurement and Commercial Services and her direct reports. The role adds value by providing effective, consistent, and accurate and timely support across all administrative and support activities.

You will work closely with the Executive Assistant to the Chief Financial Officer and all the members of the Leadership team to ensure that there is a consistent approach and purpose in all work undertaken to achieve group and business outcomes.

While tasks will generally be captured in organisational documentation (eg instructions; guidelines; procedures), these will require interpretation and application of judgement. There is a strong focus on the systematic continuous improvement of all administrative activities.

Accountabilities and Responsibilities

Position Specific

- Provide comprehensive range of administrative support to the Head of Procurement and Commercial Services and the leadership team
- Assist in procurement/contract administration (SAP ARIBA) across the CSE business including responding to basic queries and escalating issues where necessary.
- Maintain a corporate credit card and acquittal of associated expenditure.
- Book flights and travel arrangements within the travel management system (ProMaster).

- Calendar management - Schedule and track meetings and appointments.
- Logistics support for internal and external meetings, including agendas, documentation and catering.
- Attending to administrative tasks associated with contractor access to premises and systems.
- Attend meetings and capture minutes and staff actions.
- Deliver inductions to new starters (including contractors) within Procurement and Commercial Services.
- Proactively seek opportunities to improve existing systems and processes and establish the role as a trusted partner / key 'got o' person for solutions.
- Integrate and maintain relevant business, administrative, corporate systems and processes across the Group. This includes, but is not limited to: monitoring and processing correspondence; answering telephone calls; secretariat support; reviewing action item registers; verifying accuracy of monthly reports; maintaining various systems and applications.
- Support with business requirements/projects as directed.

People

- Establish effective working relationships with all personnel and collaborative partners to achieve the most appropriate outcomes for the Group.
- Exercise discretion and sound judgement in sharing confidential / sensitive information with other stakeholders.
- Represent the organisation in a manner that is consistent with Airservices values and appropriate to the audience.

Compliance, Systems and Reporting

- Maintain a schedule of activities and events to ensure regular activities are completed within established timelines.
- Monitor and anticipate administrative requirements to ensure effective, consistent, accurate and timely support.
- Prepare quality documents using the full Microsoft 365 suit of applications to communicate key messages to the team and the Executive.
- Ensure all assigned tasks are supported with clear communication of requirements and expectations.

Safety

- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy.

Key Performance Indicators

Efficient, Effective and Accountable

- The Group is provided with effective, efficient, accurate and timely administrative support.
- Consistent application and compliance with Airservices policies and procedures
- Develop and maintain effective working relationships
- Promote a culture of trust, high performance, open communication and continuous improvement

Safety

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

Key relationships

- Head of Procurement and Commercial Services and director reports and Executive/Administrative officers to Other Leadership Roles

- Members of the Chief Financial Officer Leadership teams - ensure engagement with the procurement framework members to ensure appropriate compliance with policies and procedures.
- Third Party suppliers and vendors
- All personnel - leverage relationships across the community to build knowledge and identify better practice processes/reports

Skills, Competencies and Qualifications

- Demonstrated experience in performing administrative duties, including the production of written material and accurate data processing.
- Demonstrated ability to handle multiple tasks, set and review priorities, meet deadlines and work effectively while remaining flexible to changing circumstances.
- Demonstrated interpersonal and communication skills, including the ability to develop and maintain effective working relationships.
- High level of competency in using the full suite of Microsoft 365 applications (Word; Outlook; Teams; Power Point; Visio). Ability to learn and effectively operate a range of software applications and foster use of these tools across the Team.
- Demonstrated ability to maintain a high degree of confidentiality and integrity.
- Minimum of three years experience in a similar role.

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.