

Senior Advisor - Unit Manager

Position Detail			
Reports To	Aircraft Noise Ombudsman	Group	Aircraft Noise Ombudsman's office
Classification	MCR1 full-time	Location	Canberra
Reports – Direct Total	Two		

Organisational Environment

The Aircraft Noise Ombudsman (ANO) was established to provide an independent complaints and review mechanism for Airservices Australia and for the Department of Defence. The ANO provides independent reviews of how Airservices or Defence have handled aircraft noise complaints and inquiries, how Airservices or Defence have consulted communities about changes in aircraft noise and how aircraft noise information is presented by Airservices or Defence.

Primary Purpose of Position

As the Senior Advisor - Unit Manager in the ANO, you will make a substantial contribution to the reviews of approaches used by Airservices and Defence to manage responses to aircraft noise, handle complaints, and consult with and provide information to the community.

Reporting directly to the Ombudsman, you will provide effective and balanced investigation and reviews of administrative actions, including decision making and complaints handling, to promote best practice and high standards in aircraft noise management. An ongoing part of your role will be to support and promote cultural change and the development of improved practices in agencies. To achieve this, it will be critical to establish and maintain professional working relationships across key agencies.

You will need to exercise sound, independent judgment and be highly responsive in acting on and responding to complaints in order to provide informed, evidence-based advice in short time frames. You will have a very high level of engagement with stakeholders outside the ANO, including regular, direct contact with communities affected by aircraft noise.

Government review of the aviation industry has foreshadowed potentially significant changes and high-level consultation and negotiation skills would be an advantage in this context.

The position is also responsible for the management of the office and two staff. This includes liaison with Airservices' support staff (i.e. human resources, technology, facilities management, etc) to ensure the effective operation of the office.

The ANO has a culture of continuous improvement which you will champion. This will include identifying and implementing improvements in office management, as well as staff development both through formal and internal training opportunities, as appropriate.

Accountabilities and Responsibilities

Position Specific:

- Using online databases, undertake background research in response to individual complaints to determine the way in which complaints have been handled
- Review administrative actions relating to the handling of more complex enquiries and complaints about aircraft noise that have been received by Airservices and the Department of Defence
- Prepare written responses to complaints that detail the outcomes of administrative reviews, ensuring that responses are clear, reasoned, balanced and based on evidence
- Undertake peer review of responses to complaints that have been completed by other ANO staff
- Engage with residents and stakeholders in the aviation sector to keep the ANO informed about planned changes that may have community impact
- Develop strong and effective relationships with key staff in Airservices and Defence, including staff across applicable support services within Airservices to support the function of the ANO office.
- Assist, influence and educate Airservices and Defence to develop their ability to provide clear and effective responses to enquiries or complaints, to exercise good complaints handling practices and to find solutions to systemic problems
- Plan and oversee processes to manage and improve both accessibility to and awareness of ANO services, including ensuring currency of ANO website is maintained.
- Monitor and report on the effectiveness of community consultation processes undertaken by Airservices and Defence in relation to aircraft noise-related issues
- Work with Airservices and Defence to assist them develop their strategic consultation and community engagement capabilities and practices
- As required, manage projects to improve or review and make recommendations about enquiry and complaints handling, noise information provision and community consultation activities undertaken in relation to aircraft noise
- Prepare briefings and speaking notes to support the Ombudsman in representing the ANO in stakeholder meetings and at public events
- Plan and prepare budgets, based on a sound understanding of the ANO's business need and exercise financial delegations as required
- Monitor income and expenditure in relation to business activities, including financial reporting against the ANO's budget

- Receive, manage and respond to Freedom of Information (FOI) requests received by the ANO office in line with set procedures and processes.
- Engage with and respond to government on potential changes to the ANO's role and organisational placement.

People

- Oversee, manage and review the work of staff, providing effective leadership, feedback, coaching and support
- Create opportunities for the expansion and transfer of knowledge and experience across the team, including appropriate succession planning
- Maintain an effective working relationship with other staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Respond to challenging complainants in a professional and an effective way, as well as supporting and developing staff to do the same

Compliance, Systems and Reporting

- Assist the Ombudsman to exercise the powers and duties of the ANO in line with its jurisdiction and with independence and integrity
- Manage complaints in line with good complaints handling principles
- Provide transparent information about how complaints are handled
- Oversee and contribute to, as needed, required corporate reporting on behalf of the ANO for submission to the Airservices Board and the Chief of Air Force
- Oversee day-to-day operations of the ANO office including compliance with relevant enterprise procedures and processes, and ensuring applicable leases and contracts are managed appropriately
- Protect the privacy of information as far as possible

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Promote safety behaviours with staff, consistent with Airservices' strategies
- Support other staff where the conduct of complainants is affecting their wellbeing
- Maintain responsibility for the health and safety of all project stakeholders, where applicable.

Key Performance Indicators

Efficient, Effective and Accountable

- Seek regular feedback on own performance and manage the work in a positive and effective way
- Provide regular feedback and coaching to support staff performance and development
- Acknowledge and deal with complaints and provide information and advice in a timely manner
- Provide clear reasons for decisions and maintain a reasoned, balanced and evidence-based approach

- Monitor the performance of the office against key performance indicators, regularly review the systems used and develop improved business processes where needed to effect improvement

Safety

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

Key Relationships

- Aircraft Noise Ombudsman and all ANO staff
- Airservices' complaints handling and community engagement teams
- Representatives of the Department of Defence, including contacts at Defence bases
- Representatives from the civil aviation sector
- Communities and individuals affected by aircraft noise
- Community aviation forums and consultation groups
- The Department of Infrastructure, Transport, Regional Development, Communications and the Arts
- Civil Aviation Safety Authority (CASA) and the CASA Industry Complaints Commissioner.

Skills, Competencies and Qualifications

Qualifications

- Relevant tertiary qualifications such as in law, communications, business management or aviation are desirable

Skills and Knowledge

- Relevant experience and skills in complaints handling or investigating complaints or the ability to quickly attain these skills
- Relevant experience acquired through working in the aviation sector is desirable
- Experience managing change processes, and supporting teams through periods of change is highly desirable.
- Highly developed analytical and strategic skills
- Excellent written and oral communication skills, including the ability to communicate well with diverse stakeholders, and the ability to prepare complex correspondence and reports
- A strongly developed capacity to engage tactfully and to influence, persuade and negotiate with a variety of stakeholders

Competencies

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the

contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight

- Delivering results and meeting expectations, including: sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; and encourages organisational and individual responsibility towards the community
- Deciding and initiating action, including: Makes prompt, clear decisions which may involve tough choices or considered risks; takes responsibility for actions, projects and people; takes initiative, acts with confidence and works under own direction
- Relating and networking, including: establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships
- Persuading and influencing, including: makes a strong personal impression on others; gains clear agreement and commitment from others by persuading, convincing and negotiating; promotes ideas on behalf of self or others; makes effective use of political processes to influence and persuade others
- Writing and reporting, including: writes clearly, succinctly and correctly; writes convincingly in an engaging and expressive manner; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience
- Analysing, including: analyses numerical data, verbal data and all other sources of information; breaks information into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; produces workable solutions to a range of problems; demonstrates an understanding of how one issue may be part of a much larger system.
- Demonstrated ability to deliver work on time in an environment where workload peaks and troughs are commonplace.

Performance Standards and Behaviours

As a member of the ANO, you will consistently demonstrate performance standards and behaviours that meet the 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 applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds the vision, mission and values, and promotes the good reputation, of the ANO.