



Candidate information pack

Chief Operating Officer
(SES Band 2)

Australian Transport Safety Bureau

Reference No: #750

Close date: 11.30pm AEST Thursday 6 May 2021

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Chief Operating Officer, SES Band 2, Australian Transport Safety Bureau

Position Overview

Reports to: Chief Commissioner / Chief Executive Officer **Staff:** Number of Staff: 30. Number of direct reports: 7.

Location: Canberra, ACT

Position Description

The role of the Chief Operating Officer (COO) is to support the Chief Commissioner / CEO in the overall direction, management and administration of all aspects of the ATSB's operations including its programs, investigation services and products as well as all aspects of the agency's financial and operating performance in support of the agency's strategic objectives and performance measures.

The COO will work closely with the CEO to create the management practices that enable a high performing and effective senior leadership team.

The ideal candidate for this role will have over 5 years of senior executive experience in an operational environment, with a diverse set of experiences and skills associated with transport safety investigations.

The COO must be a proven senior executive with a successful track record. The candidate would require extensive cross-functional operational and business support experience encompassing operations, risk management, asset / liability management, and stakeholder management.

Principal Responsibilities

Overall Organisation Leadership

The role of COO is to work closely with the CEO to align the full ATSB team consistent with the requirements of legislation, the Minister's Statement of Expectations and the strategic objectives of the agency, ensuring that all of the ATSB's efforts are delivering consistently against these objectives in a tangible, efficient and effective manner. The COO will:

- Contribute to the strategic and operational direction of the ATSB's management team.
- Work towards the achievement of the ATSB's strategic objectives.
- Strive to maintain the independence of the agency whilst working effectively with portfolio entities, other Government agencies and the transport industry.
- Work to maintain the agency's reputation as a world leading transport safety investigator.
- Implementing Government recommendations, policies, programs and other initiatives to enhance transport safety.
- Represent the agency in national and international transport forums and through the media.
- Steward the agency's partnership with RMIT to deliver tertiary level qualifications in transport safety investigation.
- Maintain and improve the agency's partnership with Defence in general, and the Defence Flight Safety Bureau in particular.
- Provide clear verbal and behavioural signals that serve to define the agency's business and management culture in the context of its strategic objectives.
- Foster clear and consistent management practices across the Agency to ensure an effective and cohesive management team.

Business Planning and Resource Allocation

The COO, in coordination with the CEO, is accountable for ensuring that the agency has effective planning and resource allocation. This includes:

- Providing recommendations for the formulation of the strategic direction and key performance indicators of the agency.

- Supporting the CEO in the preparation and implementation of the strategic and annual plans and ensuring that these are formally updated on a regular basis.
- Making resource allocation decisions and supporting initiatives that further the agency's strategic objectives.

Governance and Commission Communications

The COO is responsible for providing well-founded, fact-based and documented advice on all matters pertaining to the operations of the agency. The COO will:

- Prepare reports for the CEO and the Commission, identifying issues, risks, opportunities and recommend initiatives and amendments to
- policies and programs, as required.
- Consistently monitor management information reports identifying issues, challenges, opportunities and gaps, and direct management follow up as appropriate.
- Prepare new policy proposals as required to meet the obligations of the TSI Act, Minister's SOE and any other policy requirements.
- Take action to mitigate any legal risks associated with contracts and documentation across all parts of the agency's operations.
- Contribute to the development and implementation of internal guidelines to support the integration of social, environmental and corporate governance issues into the management process, aligned with internationally recognised principles.

Financial and General Management

The COO supports the CEO in the administration of the ATSB and contributes to the development of an appropriate organisational framework to support the agency's strategy. The COO is responsible to ensure that financial controls are in place to enable sound financial management practices. The COO will:

- Contribute, in coordination with the CEO, to the maintenance of an appropriate management structure within the agency.
- Develop, in collaboration with the CEO, the agency's business plan and aim for optimisation of the sourcing and application of financial resources in pursuance of the agency's strategic objectives over the medium and longer term.
- Ensure that the ATSB operates in a cost-effective manner and propose an annual budget and cost framework for sustainable activities.
- Oversee and provide guidance on financial reporting and accounting, including the preparation of monthly and quarterly management reports and annual financial statements.
- Manage, in conjunction with the CEO, the ATSB's general administration and day-to-day operations, taking care of all functions relating to the operation of all business units, including the maintenance of relationships with regulatory authorities and stakeholders as well as the facilitation of representation arrangements.

Human Resources and Organisational Development

The COO, together with the CEO, is responsible for the organisational development and personnel management of all employees within the ATSB. This includes:

- Supporting the agency's recruitment of the leadership team and key positions within the agency's structure.
- Motivating and developing employees so that the ATSB has the human resources and competence to ensure high professional standards.
- Defining and documenting the primary responsibilities for the ATSB's leadership team.
- Providing guidance for remuneration policy in the formulation of human resources industrial relations policies for ATSB's employees.

Subject Matter Expertise and Other Contracted Resource Providers

The COO, in liaison with the CEO, may utilise the services of third-party providers to achieve the strategic direction of the ATSB. For this to be effectively managed, the COO will:

- Establish guidelines regarding outsourcing, where necessary, and organise the appropriate selection processes.
- Perform monitoring and control activities to oversee the performance of external service providers.

Risk and Compliance

The COO, in conjunction with the CEO, is responsible for establishing internal risk and compliance systems and procedures, appropriate to the ATSB. The COO will oversee the ATSB independent Audit and Risk Committee. This includes:

- Monitoring the ATSB's Risk and Governance systems to ensure that assets are managed in a manner that fully complies with the applicable Government rules, regulations and legislation.
- Providing support to the Manager Legal and Governance to ensure the development of satisfactory risk systems and control procedures.
- Establishing and maintaining contingency plans and the Major Accident Preparedness Plan for the ATSB.
- Supervising the ATSB's operations in such a way to ensure the safeguard of the confidentiality of information in compliance with legislation.
- Recommending appropriate requirements and procedures governing the code of conduct of ATSB employees.

Communication and Reporting

The COO will contribute to the effective external communication of the ATSB's activities together with reporting to meet the requirements established by the Commission. This includes:

- Developing relationships with key stakeholders as well as the general public.
- Overseeing and guiding the preparation and publication of external and annual reports on the ATSB's activities, in accordance with the requirements laid down in the Safety Improvement Reference Framework and other relevant documentation.

Business Continuity

The COO is responsible for maintaining the agency's business continuity framework that has been recently tested and honed through having to respond to a range of challenging environmental factors and circumstances. This includes:

- Continued implementation of the agency's Information and Communication Technology (ICT) strategic plan and associated roadmap that identifies the need to leverage cloud technologies and transition to an alternative managed service model.
- Ensure that all business systems are fit for purpose (e.g. core enterprise safety management system, Electronic Document Record Management System, Financial Information Management System etc).
- Ensure the agency's property and leasing arrangements align with broader business strategies and overarching decentralisation initiatives.

Competences and Qualifications

Qualifications/professional memberships in relevant corporate functions are desirable. Given that the Chief Operating Officer will, at times, deputise for the Chief Executive Officer, our preferred candidate will have tertiary qualifications in transport safety investigation or equivalent.

Other key expectations include:

- An outstanding track record of achievement demonstrated through business results.
- Demonstrated ability to lead, manage and develop a high-performance culture in organisations.
- Proven ability to develop and execute enterprise wide initiatives, assemble effective management teams, and lead high performance portfolios.
- Knowledge of regulatory and legal requirements affecting decisions.

The successful candidate must possess the following critical competencies:

Operational Acumen

- Ability to focus on clear goals and achieving targets.
- Ability to understand safety trends and the external environment.
- Ability to understand the intricacies of the independent safety investigation environment.

Team Leadership

- Builds and mentors a strong, motivated, collegiate, diverse team of managers and staff executives, with multiple perspectives, to achieve collective success.
- Demonstrates the ability to inspire respect and trust and balances confident leadership with a willingness to listen and learn.

Communication

- Possesses the ability to influence others through the appropriate combination of engagement, conviction, enthusiasm, engagement, empathy and logic when presenting opportunities, problems and recommendations.

Other Key Attributes

- Ability to see the relationship and implications of immediate actions and short-term choices on the long-term strategies and results of the ATSB.
- Ability to work through others to achieve corporate objectives.
- Strong focus on independence and interdependence.
- A natural communicator able to motivate and align staff through open and honest communication backed up with personal action.
- Highest level of integrity and ethics.
- A sense of urgency, outcomes orientation and demonstrated thoughtful but deliberate execution skills.
- An entrepreneurial spirit with a bias for action and implementation.
- A robust, confident personality and who adapts well to change.
- As a key leader in the ATSB, the COO will work collaboratively to provide strategic direction and cohesive leadership across the Agency.

The COO may be required to deputise and at times deploy to an accident site, which can include dealing with the loss of life in transport, and the dealing with the aftermath, in particular media and next of kin management. The following competencies are considered obligatory for this role:

- Vision – although not a policy agency, a comprehensive understanding of the international and national shifts in transport policy is essential to ensuring that the ATSB is positioned appropriately to meet future challenges.
- Resilience – personal resilience and fostering enhanced resilience in the workforce are essential components of this role. A comprehensive understanding of critical incident stress management and post traumatic stress disorder is important given that the workforce will deploy to transport accidents involving loss of life.
- Empathy – having empathy for the staff at the ATSB and the next of kin of those who may have been injured or killed in a transport accident is a critical trait for the COO role.
- Media Capability – the ability to conduct a press conference at an accident site, or other venue following a transport accident is an essential competency for this role. A good understanding of how media and social media can enhance safety messaging is essential.
- Data rationality – the ATSB has a comprehensive data set of transport safety incidents from which trends can be derived – the candidate will require a comprehensive understanding of data science.
- Focus on investigation delivery – the candidate will assist the CEO in ensuring that investigations are evidence-based, but with a strong focus on delivery against key performance indicators.
- Stakeholder management – the candidate must have a comprehensive understanding of stakeholder management given the role involves regular interaction with regulators, operators, the ADF, tertiary institutions, international accident investigation agencies and State authorities and agencies.

- Working within a Commission governance structure – this role will involve regular interactions with the ATSB Commission and will have a strong focus on meeting the expectations of the Commission including the provision of briefings and preparation of Commission papers.
- Understanding of legislation and working within an independent statutory authority – the ATSB is an independent statutory authority and its head of power is the Transport Safety Investigation Act (2003). This role will require an excellent working knowledge of the governing legislation.

Security

This position requires the successful candidate to have (or the ability to obtain) a Negative Vetting Level 1 security clearance.

Tenure

The successful candidate will be offered ongoing employment under the *Public Service Act 1999*.

Remuneration

A Total Remuneration Package (TRP) reflecting the importance of the position will be negotiated with the successful candidate. The TRP comprises of:

- Base salary
- Superannuation
- Motor vehicle allowance
- Official parking

Other entitlements (in addition to TRP) may include:

- Airline lounge membership
- Home office support
- Provisions for leave and relevant allowances (e.g. travel) etc.
- Relocation assistance (if relevant)

Eligibility

To be eligible for engagement to the Australian Public Service (APS), applicants must be Australian citizens or have permanent residency status pending the granting of Australian citizenship. There are also restrictions on the employment of people who have received a redundancy benefit from an APS agency or the Australian Parliamentary Service and who is still within their 'redundancy benefit period' or restriction period. These arrangements do not apply to persons who have received a redundancy benefit from a non-APS Commonwealth employer, from a State/Territory Government employer, or from the private sector. There are no restrictions on such persons competing on merit for APS employment.

Prospective appointees will be required to satisfy health, character and security checks.

Please note that, with any vacancy, it is important that you check your own circumstances and ability to meet the eligibility requirements.

The Bureau:

The Australian Transport Safety Bureau (ATSB) is Australia's national, no-blame, transport safety investigator.

The ATSB is established under the Transport Safety Investigation Act 2003 (TSI Act) and is a Commonwealth statutory agency under the Public Service Act 1999 (PS Act) with a Commission structure consisting of a full-time Chief Commissioner and three part-time Commissioners.

The ATSB's primary role is the independent investigation of transport accidents and other safety occurrences with the primary objective of delivering improved transport safety outcomes for the travelling public including in aviation, marine and rail transport. The ATSB also maintains and improves transport safety through safety data recording, analysis and research, and fostering safety awareness, knowledge and action in the transport industry.

The ATSB cooperates with relevant persons and agencies in Commonwealth, state and territory governments, Defence and the tertiary education sectors and internationally.

More information

More information about the Bureau is available at: <https://www.atsb.gov.au/>

Preparing your application

Your application should include a CV and a statement of claims (a short 'pitch' of approximately 1000 words or 2 pages) drawing out why you are interested in the role, what you offer the agency, your skill set, relevant career history and achievements, and your leadership attributes. In preparing your application you may also wish to take account of the following selection criteria which apply to SES roles in the APS.

Selection criteria

1. Achieves Sustained Results

Relevant capabilities and behaviours:

- Builds organisational capability and responsiveness
- Marshalls and develops professional expertise
- Steers and implements change and deals with uncertainty
- Ensures closure and delivers on agreed results (time, cost and quality)

2. Cultivates productive working relationships

Relevant capabilities and behaviours:

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, mentors and develops people

3. Exemplify personal drive and integrity

Relevant capabilities and behaviours:

- Demonstrates Public Service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

4. Communicates with influence

Relevant capabilities and behaviours:

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively

5. Shapes strategic thinking

Relevant capabilities and behaviours:

- Inspires a sense of purpose and direction
- Focuses and acts strategically
- Harnesses information and opportunities
- Shows judgement, Intelligence and common sense

About Executive Intelligence Group

Executive Intelligence Group is a Canberra based executive search and recruitment management firm. We specialise in finding, selecting, developing, coaching and mentoring senior executives across a range of different contexts and sectors.

We are held in high regard by senior decision makers and would be recognised as having exceptional coverage in terms of the number and nature of agencies for which we have completed assignments.

We have extensive experience in generalist, 'difficult to fill' and specialist executive roles, bulk rounds, statutory appointments and private sector positions and an outstanding reputation in dealing with Secretaries, senior executives CEOs and Boards.

If, after reading the selection documentation, you require further information please contact **Tricia Searson** or **Karina Duffey** on **(02) 6232 2200**.

Applications must be submitted through the Executive Intelligence Group website.

How to apply

Executive Intelligence Group has the capability to receive applications online via our website.

A major benefit of lodging an application through our system is that your details will now be saved in your personal, confidential account. This means that, should you apply for any future roles through us, you will not have to re-enter this information and this will hopefully make the application process easier for you. If at any time your personal details change you are able to update this via your account. It is important to us that you find our website easy to use. If you have any feedback on how we can make the website more user friendly to assist you in completing an application or downloading candidate information, please let us know.

At **Executive Intelligence Group**, we respect the confidentiality of the personal information you provide to us and understand that your privacy is critical.

To review our Privacy Policy please click here: <https://executiveintelligencegroup.com.au/privacy-policy/>.

Important things to note:

- When you apply for the first time, please create an account and make a note of your username and password;
- For subsequent applications, you will need to log in to your account and submit your application along with your CV and statement of claims/pitch. I.e. you will need to submit an application for **EVERY** vacancy you are interested in - submitting one application does **NOT** mean you will automatically be considered for other vacancies with Executive Intelligence Group.
- Please have your CV and statement of claims/pitch ready to upload in a single document. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed. In your CV, it is useful for you to provide a quick snapshot of the key responsibilities you have had in each role over the last 5 years;
- You will have an opportunity to review, edit and print your application before you submit. However, once it is submitted you will not be able to make any changes;
- In the event that you do not receive an automated email confirming your application has been submitted it is very important that you contact us as there may be an issue with your application lodgement;
- If you do not hear from us about the progress of your application within 3 weeks from the close date, please contact us for an update; and
- If at any time, you wish to withdraw from this process you will need to send an email to admin@execintell.com.au to let us know. You are unable to withdraw your application directly from the website.

We can be contacted on 02 6232 2200 or admin@execintell.com.au.

How to apply online:

1. Go to the Executive Intelligence Group website and navigate to the Vacancies page (<http://www.executiveintelligencegroup.com.au/vacancies/>);

2. Find the vacancy you are interested in applying for and click 'More Info'. This will enable you to download the candidate information pack. This will assist you on how approach your application;
3. When you are ready to apply, find the vacancy you are interested in applying for and click 'Apply';
4. Read the information about applying and press 'Start';
5. This is where you will create your account if you are applying for the first time. If you have used our system previously you can log in with your user name and password;
6. From here you will be guided through an online application form;
7. At the end of the form you will be prompted to upload your CV and selection criteria/pitch. You **MUST** have your name referenced within the document/s you upload. Please note you should have this already saved in a single document it is preferable to keep the file name of the document short and without symbols for example: **Surname First Name Ref No Job**. Where possible please upload your documents in PDF format, we are also able to accept documents in Word format.
8. If you wish to change any of the sections before you submit you can click on the 'Summary' table on the right-hand side which will take you to the specific page;
9. Submit your application; and
10. You will receive an automatic email with a copy of your application.