



## Position Description

---

**Position:** Corporate Services Manager

**Reports to:** General Manager

**Date:** February 2017

---

### Nature and scope

The Pacific Aviation Safety Office ("PASO") is established under the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST) as an International Organisation to carry out the following objectives:-

- to meet the requirements of the member States in the provision of aviation safety and security regulatory oversight services, in accordance with PICASST;
- to undertake the purpose of the organisation in a manner which is cost effective and sustainable in the long term;
- to utilise coordinated and collaborative business and inspection methods to minimise the costs of safety and security oversight to participating States and the aviation industry;
- to support the aviation industry in participating States by the provision of timely advice and guidance in matters of aviation safety and security; and
- to promote an internationally recognised standard of aviation safety and security excellence, based on ICAO Standards and Recommended Practices (SARPS), within the Pacific Islands region.

The mission of the Pacific Aviation Safety Office (PASO) is to establish a collaborative and regionally based aviation safety and security oversight programme for the benefit of stakeholders and the region. In pursuing this mission, PASO has committed itself to *"provide an environment for staff which enables them to meet their career and personal goals in a manner that is consistent with PASO's objectives"*.

In achieving this mission, PASO will adhere to the following core values:

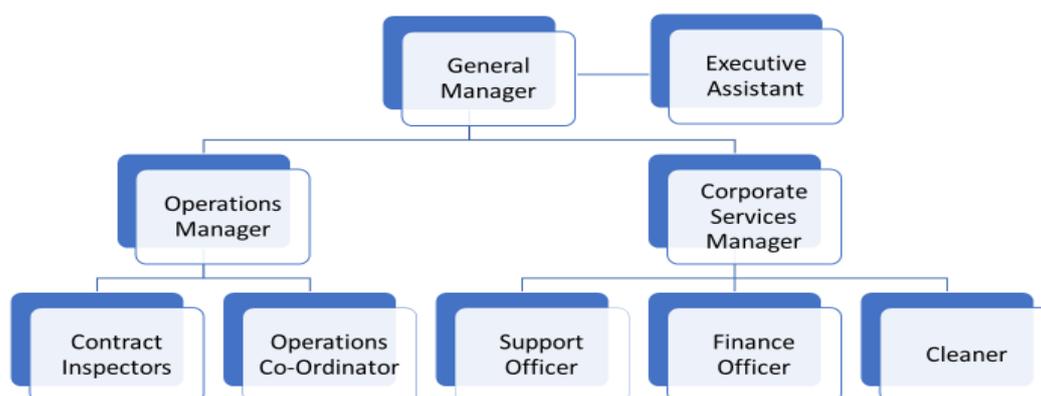
- Collaboration and Cooperation
- Responsibility and Accountability
- Acting with Integrity and Honesty
- Fairness and Consistency
- Proactive and Responsive Approach

## Purpose of the role

The Corporate Services Manager provides advice and governance support to the Council ensuring all matters relating to the administration of the affairs of the Council, including secretarial support, are managed in an effective and productive manner. This role is also responsible for the effective day to day management of the PASO Head Office including Financial Management, Business Planning, Marketing and Communications, Resource Management and Organisation Risk Management. This role is accountable for ensuring that PASO meets all its statutory and legal obligations, working closely with the General Manager.

The Corporate Services Manager is a key member of the PASO Leadership team and holds accountability for the management of three staff and works closely with the General Manager's Executive Assistant who delivers Secretariat Support to the Council.

## Organisation structure



## Key relationships

### External

- State and industry bodies
- Representatives of the Host Country
- Externally appointed Auditors
- Donors
- Other stakeholders
- Suppliers

### Internal

- PASO Chair
- General Manager and Operations Manager
- Executive Assistant
- Members and Associate Members of the Council
- Contract Inspectors
- Other staff members

## Key responsibilities

### **Council Governance Support**

The Corporate Services Manager provides advice and governance support to the Council ensuring all matters relating to the administration of the affairs of the Council, including secretarial support, are managed in an effective and productive manner.

#### **Key tasks**

- Provide advice on matters of Governance, in particular the obligations of Council and PASO Management in respect to the Treaty, Constitution and the Governance and Management Procedures Manual
- Maintain the custody and confidentiality of PASO Council (and other) records in accordance with any caveats placed on these records by Council or the Chair, and in accordance with the PASO Governance and Management Procedures Manual
- Ensure the sound management of the Council diary, liaising with the Chair and through the Chair to the members of Council (and Associate members) to determine a consensus for the date of meetings
- Ensure appropriate secretarial support is provided to the Chair and Council including Agenda preparation, Council paper and reports dissemination, meeting logistics, travel and accommodation, and provision of Council meeting minutes within required timeframes
- Ensure the listing of Council Representatives and alternate Representatives is kept up to date and available to any Member on request
- Ensure the timely distribution of all Council papers, in particular the financial reports, to members and Associate Members
- Ensure all papers and reports, in particular those calling for a motion for approval, are submitted in the form determined by Council
- Follow-up on action items arising from Council decisions to ensure timely completion of tasks
- Organise governance training for Council members as required
- Receive and refer all correspondence addressed to the Chair or Council.

### **Business Planning**

The Corporate Services Manager is responsible for contributing to the strategic planning process for PASO and leading, implementing and monitoring the Corporate Business Plan and the production of the Annual Report.

#### **Key tasks**

- Provide support to the General Manager in the development of short and long-term strategies for consideration by the Council and in the implementation of those strategies once approved
- Provides support to the General Manager in PASO's negotiations with Government, industry, other users of PASO services, and other stakeholders
- Develop, implement and monitor the day to day implementation of the business plan providing regular progress reports to the General Manager
- Oversee the day to day operations of the PASO head office and staff to ensure the most effective use of resources in meeting the objectives of PASO and achievement of the plans and strategies
- Lead the development of the Annual Report.

## **Financial Management**

The Corporate Services Manager is accountable for the day to day financial management of PASO.

### **Key tasks**

- Provide financial advice and support the General Manager
- Ensure the provision of accurate and timely financial reports to the General Manager in accordance with PASO Financial Procedures policies
- Ensure PASO Delegations of Authority are followed
- Provide oversight of the implementation of PASO's policies and procedures to ensure that PASO is protected against loss of assets, other risk and fraud
- Provide oversight of PASO's budget and expenditure, advising the General Manager of any variances and the reason for these variances
- Regularly review financial systems and procedures in association with the General Manager to ensure these meet current best practice as this may apply to PASO
- Ensures strict control is maintained over cash management, invoicing and receipt of funds, reporting any debtors over 60 days to the General Manager along with a recommended plan for recovery.

## **Resource Management**

The Corporate Services Manager is accountable for the effective management of PASO's resources, including people, facilities and corporate contract management.

### **Key tasks**

- Ensure the effective management of all business insurance policies relating to employers' liability, premises and equipment
- Ensure the sound preparation and management of all allocated corporate procurement contracts such as those relating to vehicles, IT and website support, telecommunications and power
- Ensure the provision of accurate and robust advice and support to the General Manager as it relates to Resources Management
- Ensure any building maintenance and repairs are managed in a timely and efficient manner
- Ensure staff of appropriate calibre and competence are appointed or contracted to effectively deliver on PASO's Business Plan within an appropriate structure in accordance with PASO's policies and procedures
- Ensure the accurate and timely administration of staff payroll
- Ensure the sound management of contractors engaged within the Corporate Services function
- Ensure the sound monitoring of service level agreements with contracted service providers
- Ensure PASO meets its statutory and legal employer obligations
- Implement and PASO's performance management system for those staff employed by PASO
- Annually compile and costs a training needs analysis for recommendation to the General Manager for inclusion in the budget.

## **Marketing and Communications**

The Corporate Services Manager is responsible for ensuring PASO is positioned to facilitate the achievement of its Strategic Plan and in a way that is aligned with its values. This includes ensuring that the PASO brand is refreshed, that PASO is represented positively in the media and that any issues are proactively managed.

### **Key tasks**

- Provides support to the General Manager in the preparation and implementation of PASO's stakeholder engagement strategy
- Proactively identify and pursue opportunities for positive coverage of PASO in the media including any advertising and marketing campaigns as may be approved by the Council
- Provide timely and accurate marketing advice to the General Manager and Council
- Proactively monitor the external environment, identifying any potential issues which may impact on PASO taking prompt action to minimise potential damage and loss of reputation
- Monitor PASO's image in the host Country, the Pacific region, State CAAs and with the industry, including ICAO, and other stakeholders, making recommendations to ensure PASO's reputation and standing are enhanced and maintained
- Ensure all corporate communications, including publications, reporting, and other collateral, are produced to a high quality, aligned with desired brand and within required timeframes.
- Ensure the PASO website provides accurate and wide ranging advice on the role, purpose and operations of PASO and that it is regularly updated
- Supports the General Manager in ensuring PASO's relationship with its customers and other stakeholders is at all times professional and supportive of the needs of the stakeholders.

## **Office Systems and Processes**

The Corporate Services Manager is responsible for ensuring that PASO systems, policies and manuals are of the highest standard and are adhered to by staff and contractors.

### **Key tasks**

- Oversee the day to day implementation of PASO systems, policies and manuals ensuring PASO complies with the highest external, and internal, regulatory, safety, security and administrative standards, advising the General Manager of any discrepancies and recommending remedial action
- Regularly review these documents, in consultation with the General Manager, making recommendations to Council for any revisions prior to the November Meeting of Council, thereby coinciding with the Council's consideration of the 3-year strategy and Business plan
- Ensure the maintenance of accurate records to enable appropriate data to be provided for sound decision-making

## **Relationship Management**

The Corporate Services Manager is responsible for identifying, developing and maintaining customer and stakeholder relationships, and for retaining the support and involvement of stakeholders that are critical to the success of PASO.

### **Key tasks**

- Establishes and maintains close relationships with the Chair, Council Members and Associate Members of the Council
- Maintains close working relationships with State and industry bodies to ensure proper flows of information and that PASO's views are communicated in a professional manner;
- Maintains close and mutually respectful relationships with the Host Country.

### **Organisation Risk Management**

The Corporate Services Manager is responsible for ensuring that appropriate arrangements and resources are in place to manage risk for the organisation, ensuring it is able to meet its current objectives and future needs.

#### **Key Tasks**

- Develop and maintain PASO's organisational risk register
- Facilitate the implementation of appropriate interventions to manage potential risks identified through the business planning process
- Co-ordinate the development of, and regular review organisational systems and procedures to protect the interests of PASO and meet all statutory obligations
- Coordinate and oversee the audit programme undertaken by external auditors
- Ensure the effective operation of the organisation's Risk Register
- Provide regular Organisational Risk Reports to the General Manager and the Council.

## Personal specification

### **Professional expertise**

- Be a Chartered Accountant (or equivalent) and a member of a recognised professional accounting body
- Have proven financial and management experience and an in-depth understanding of business systems
- A minimum of 7 to 10 years of relevant financial experience
- Proven leadership experience in achieving strategic goals and objectives in a complex environment, especially where high levels of customer focus and stakeholder engagement are involved
- Experience interacting successfully with government officials, key stakeholders, and third party representatives
- Strong analytical skills
- Recognises the "big picture" in issues, and also attend to detail when required
- Has experience in, understands and can work within appropriate legislation
- Keeps abreast of trends and issues across the civil aviation sector and related areas (across the Pacific and overseas), knows when and where to go and get knowledge and expertise

### **Desirable**

- Knowledge of and/or experience in the aviation industry would be an advantage
- Knowledge of and/or experience working in the Pacific would be an advantage