

# Workforce Deployment Rostering Officer

Position Detail			
<b>Reports To</b>	Workforce Deployment Team Lead	<b>Group</b>	Chief People and Culture
<b>Classification</b>	ASA 4	<b>Location</b>	Canberra
<b>Reports – Direct Total</b>	Nil		

## Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we facilitate over four million aircraft movements carrying more than 156 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 27 Australian airports.

## Primary Purpose of Position

A **Workforce Deployment Rostering Officer** is required to deliver an efficient and effective workforce deployment roosting service to operations in relation to the timely and accurate development, publication and maintenance of rosters.

This role takes ownership of and champions the end-to-end workforce deployment roosting services for allocated roster groups, utilising all available resources, systems and tools whilst striving for a high level of service quality and continuous improvement.

## Accountabilities and Responsibilities

### Workforce Deployment Rostering

- Provide high quality and efficient service to Line Leaders, supervisors and staff in relation to the accurate development, publication, maintenance and resourcing of rosters utilising a range of approved Airservices Australia enterprise software applications.
- Timely production, optimisation, and cost effectiveness of high-quality rosters for allocated roster groups (portfolios) and actioning complex changes to rosters keeping in mind operational and financial impacts of changes, principles of roosting and fatigue management. Enterprise Agreement conditions, licensing, medical, technical qualifications and endorsement guidelines and parameters.
- Develop staffing plans and generate reports on staffing status as required, maintain up to date forward planning data and ensure associated processes and periodic reporting is completed on time for allocated roster groups. This work involves direct interaction with Quintiq, SAP, payroll and all Chief People and Culture groups.
- Effectively process, implement, and communicate any changes to staff placements, establishment management, master rosters and new roosting initiatives to all relevant stakeholders.

- Identify areas for greater roster efficiency, effectiveness, and operational sustainability to maximise resource utilisation while minimising staffing costs.
- Provide ad hoc data review, reporting and analysis as required.

#### People

- Build and maintain productive working relationships with staff and line leaders and proactively seek feedback to ensure a quality focused service is being provided to all operational groups, initiating positive suggestions for improvements as required.
- Engage proactively with the team to help facilitate performance improvements while ensuring compliance with corporate policies and procedures and actively demonstrating the Airservices Values.
- Manage and prioritise individual workload while also helping others in the team to ensure a high level of Customer Satisfaction, Compliance, Systems and Reporting
- Deliver rostering and monitor related resource planning services in accordance with agreed production schedules in a dynamic environment which often experiences tight deadlines and prioritisation of conflicts.

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Work to deliver FRMS compliant strategic rosters.

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Produce efficient, cost effective, equitable and operationally sustainable rosters in a timely manner and in accordance with relevant guidelines, approved hours of coverage requirements, procedures and conditions (a cost effective roster is one with minimum/zero additional duty requirements in strategic planning balanced against minimum/zero required additional duty requirements in the active roster).
- Maintain accurate data on staff movements into and out of the roster groups to assist with workforce planning, and integrate such information with both the resource planning and roster planning processes. This includes maintaining numerous unintegrated staff tracking schedules.

#### Commercial

- Provide detailed periodic reports on current and future rostering status of each operational area to enable the identification of potential improvements to rostering practices and to report against agreed productivity targets.

#### Safety

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

### Key Relationships

- Workforce Deployment Lead
- Workforce Deployment Rostering Team Lead
- Workforce Rostering Analyst
- Workforce Planning Specialist
- Workforce Rostering Officers
- People Services, Initial Training, and Ongoing Training Staff
- Corporate Services, Transactional Services, Payroll
- Line Leaders (LL's), Group Roster Delegates (GRD's), Local Roster Representatives (LRR's)
- Check and Standardisation Staff (CSS), Operational ATC's & Operational ARFFs
- Workforce Deployment/Planning Managers

### Skills, Competencies and Qualifications

- Demonstrated knowledge and experience of rostering complexities and human resource guidelines or equivalent in relation to the development, maintenance and population of operational rosters or schedules.
- Demonstrated appropriate level of computer literacy with particular proficiency in Microsoft Office and SAP, and proven ability to quickly learn new computer applications.
- Proven ability to challenge existing work practices, exercise initiative and judgment in both an independent and team situation appropriate to the nature of the task or responsibility.
- Demonstrated competent level of liaison, interpersonal and effective oral and written communication skills, exercising confidentiality, combined with well-developed research and analytical skills.
- Developed organisational and problem solving skills with the ability to handle multiple tasks, meet deadlines, work under pressure and under limited supervision.
- Demonstrated ability to provide an efficient, effective, timely and trustworthy customer service function and to be proactive in seeking to enhance the customer experience in a positive way.
- Ability to think laterally and solve difficult rostering problems, whilst striving for and achieving operational excellence and business efficiencies.

### 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, 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.