Competency, Training & Scheduling Practitioner

Position detail

Position Title	Competency, Training & Scheduling Practitioner
Reports to	Technical Workforce Scheduling Lead
Classification	ASA7A
Group	Chief Technology Enablement Officer
Branch	Field Support and Maintenance
Location	Brisbane, Melbourne
Effective date	Sep 2026

Organisational environment

Airservices Australia (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 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 towers at international and regional airports, and provide aviation rescue firefighting services at 27 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

The Competency Training & Scheduling Practitioner is responsible for managing competency frameworks and training requirements for technical staff within CTEO, ensuring regulatory compliance (including CASR Part 171) and sustained workforce capability to meet current and future operational demands.

The role provides scheduling and rostering support to maintenance managers and leadership teams, ensuring adequate workforce availability is planned and maintained across the national network.

Working alongside management, this position identifies capability gaps, facilitates training delivery, and ensures technical certification requirements are documented with corresponding training plans for CTEO Technicians.

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Accountabilities and responsibilities

Position Specific

- Build, maintain, and facilitate the training register for technicians, including trainees and apprentices, ensuring continuous staff development and exposure to new and updated services and technologies in support of national airways system capability, resource resilience, and operational continuity.
- Lead the strategic scheduling process, ensuring operational requirements are met and escalations are addressed in support of the wider team and Field Maintenance Managers.
- Analyse and report on business trends and compliance metrics including latest completion dates, excess workload, and leave utilisation; identify and recommend improvement opportunities to drive best-practice business outcomes. Develop, maintain, and deliver a structured onboarding program for new starters.
- Collaborate with the Technical Training School to articulate training demand and align course scheduling with operational priorities.
- Escalate resource shortages with supporting data within agreed timeframes.
- Maintain the Quintiq strategic Master roster.
- Undertake other duties as reasonably required to support the role.

People

- Track and coordinate training requirements for the group in line with position competency requirements and individual development plans.
- Support managers and leaders in coordinating the implementation of training plans across Support Services.
- Ensure training plans are delivered in accordance with regulatory and operational requirements.
- Maintain effective working relationships with relevant internal and external stakeholders.
- In consultation with FSM Managers and CTEO leaders, ensure staff development plans are aligned to operational needs.

Compliance, Systems and Reporting

- Review all technical certifications, ensuring they are current, accurately recorded, and appropriately managed.
- Identify competency gaps and ensure remediation plans are actioned within agreed timeframes.
- Maintain a training and skills matrix to meet audit and assurance requirements.
- Ensure compliance with safety, risk, WH&S, environmental, and other applicable standards.
- Maintain awareness of and ensure compliance with CASR Part 171 regulatory training obligations.

Safety

- Demonstrate safety leadership and behaviours consistent with enterprise safety strategies.
- Discharge safety accountabilities as defined in Airservices' Safety Accountabilities and Responsibilities framework.

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- Support the training and development of staff in safety requirements and obligations.
    - Support training and development of staff in the above safety requirements

Key performance indicators

Efficient, Effective and Accountable

- Workforce scheduling delivers adequate operational capability, with coverage consistently planned within available capacity.
- Training register, capability matrix, and Training Requirement Analysis (TRA) are maintained, current, and audit ready.
- Staffing capacity and capability are reviewed and reported to leadership within the agreed planning horizon.
- Reporting is accurate, timely, and supports evidence-based decision-making.
- Continuous improvement opportunities are identified, documented, and progressed.
- Internal stakeholders report a positive and responsive service experience.

Safety

- Full compliance with CASR Part 171, WH&S, risk, and environmental standards.
- Compliance with knowledge management, configuration management, and other relevant procedures.
- Training and certification records support safe provision of CTEO deliverables through sound asset management and people processes.
- Regulatory standards, internal procedures, and knowledge base guides are adhered to and kept current.

Key relationships

- Field Support and Maintenance Managers, leads and Technicians
- ISOC Management and Team Leaders
- Technical Training manager and leads
- External Training Providers (vendors)

Skills, competencies and qualifications

Essential

- Demonstrated experience managing competency frameworks, training registers, and certification tracking within a regulated environment.
- Experience in scheduling, rostering, and workforce planning within high-reliability or safety critical operations.
- Familiarity with CASR Part 171 training and competency requirements, or the demonstrated ability to acquire this knowledge rapidly.

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- Strong analytical capability with proficiency in Microsoft Office, SAP, ServiceNow, POWER BI or equivalent enterprise systems.
- Experience using Computerised Maintenance Management System (CMMS) planning and scheduling software.
- Highly developed interpersonal and stakeholder engagement skills, with a proven ability to build and maintain effective working relationships at senior levels.
- Strong customer service orientation with a focus on responsive, outcome-driven support.
- Tertiary qualifications in a relevant field and/or equivalent professional experience.

Desirable

- Certificate IV in Training and Assessment (TAE40122 or equivalent).
- Prior experience in aviation, defence, or other safety-regulated industries.

Performance standards and behaviours

As a member of Airservices Australia, 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.

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