



Workforce Analyst

Position Detail			
Reports To	Workforce Deployment Resourcing Manager	Group	Air Navigation Services
Classification	ASA 6	Location	Canberra
Reports – Direct Total	0		

Organisational Environment

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 140 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 26 Australian airports.

Primary Purpose of Position

The **Workforce Analyst** leads ATC workforce demand and supply modelling and the development of the workforce plan. This role will provide analysis required to ensure strategic forecasting, resource planning and reporting on workforce demand and trends. This is an integral role within the Workforce Deployment function and will directly contribute to the efficient deployment of resources through effective planning, analysis and continuous improvement initiatives.

Accountabilities and Responsibilities

- Develop and maintain 7 year strategic workforce planning model. Review and model assumptions including but not limited to events, projects, age profile, training throughput
- Produce efficient, equitable and operationally sustainable workforce plans in a timely manner in accordance with relevant guidelines, procedures and conditions
- Incorporate stakeholder input into the Workforce Plan
- Develop modelling to assist with identification of optimal workforce numbers, including instructors, SSOs
- Manage and maintain benefits tracking reporting resulting from productivity initiatives and WPRA project delivery
- Develop and maintain a roster performance scorecard and reports, including roster analysis and opportunities identification
- Effectively communicate any changes to resource allocation levels, identified deficiencies, new initiatives, and resource planning outputs to all relevant stakeholders.
- Provide other relevant information for workforce planning, strategy and finance meetings with the wider ANS Group and other key stakeholders within Airservices
- Provide accurate analysis, advice and information as required in the delivery of routine and adhoc information including but not limited to absenteeism, overtime, shift changes, arrivals, departures and relocations including designing and generating reports.

People

- Build and maintain productive working relationships with staff and line managers and proactively seek feedback to ensure a quality focused service is being provided to the entire ANS group, 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 in order to ensure a high level of customer satisfaction.

Compliance, Systems and Reporting

- Maintain and deliver related workforce deployment strategy and planning services and reporting, in accordance with agreed production schedules in a dynamic environment which often experiences tight deadlines and prioritisation conflicts.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Maintain accurate workforce planning models, and integrate such information within the resource, training, scheduling and roster planning processes. This includes providing analysis on potential shortfalls with proposed solutions.

Commercial

- Aid in the identification and delivery of the continuous improvement activities
- Provide recommendations and evidence based models to ensure production of an efficient and effective workforce plan.

Safety

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

Key Relationships

- Your Manager: Workforce Deployment Resourcing Manager
- Your Manager once removed: Workforce Deployment Manager
- Your team: Workforce Deployment staff
- Corporate Services including Payroll and People Transformation and Policy
- ANS Line Leaders and Directors

Skills, Competencies and Qualifications

- Bachelor degree in relevant planning or financial discipline
- Have demonstrated experience working with complex data models and the ability to communicate analysis and insights to senior stakeholders to support strategic decision making
- A demonstrated understanding of a large and complex operational workforce
- Skilled in creating strong, effective & long lasting relationships with all stakeholders with a strong customer service ethos
- Advanced skills in building models in MS Excel
- Solid experience in MIS including use and understanding of business intelligence tools, data warehousing and intranet based reporting. Experience using Cognos Analytics and TM1 highly desirable
- Effective oral and written communication skills, exercising confidentiality, combined with well-developed research and analytical skills

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 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.