

Workforce Planning Analyst

Position Detail			
Reports To	Workforce Planning Lead	Group	People Operations, Workforce Planning
Classification	ASA 6	Location	Melbourne
Reports – Direct Total	N/A		

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 154 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 fire fighting 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

As part of the People Operations, the purpose of Workforce Planning Analyst is to ensure that the right people, those with the skills and capabilities necessary for the work, are available in the right numbers, in the right employment types, in the right place and at the right time to deliver our legislative, regulatory, service and operational requirements now and into the future. The Workforce Planning Analyst provides analysis and reporting Subject Matter Expert support to the Workforce Planning managers and to operational managers in the execution of the Workforce Plan; and user support for associated reporting and forecasting software and tools.

This position will determine service delivery staffing requirements through analysis of demand and supply, developing and managing the staffing plan to support the delivery of projects within the portfolio in compliance with Airservices, policies, procedures and guidelines.

Accountabilities and Responsibilities

Position Specific

- Manage workforce planning to support recruitment, retirement planning, training decisions and scheduling as required
- Conduct internal and external scanning and analysis to provide an evidence based workforce plan for managers to make decisions about the future workforce and strategies to mitigate key workforce risks and achieve business outcomes
- Develop and manage the staffing plan for the next seven years and coordinate resource needs with recruitment and training

- Update 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. This work involves direct interaction with various Workforce Planning systems.
- Effectively communicate any changes to resource allocation levels, identified deficiencies, new initiatives, and resource planning outputs to all relevant stakeholders.
- Assist Workforce Deployment managers with generating the required outputs for master roster reviews; preparing other relevant information for workforce planning, strategy and finance meetings with the wider Service Delivery Groups, the OneSKY Program and Corporate Governance, within the reporting cycle.
- Provide accurate and timely feedback and recommendations relating to all resource planning activities including SAP Org Management update work packages.
- Liaise with other people, units and branches within Airservices to provide accurate advice and information as required in the delivery of routine and adhoc process actions and administrative reports including but not limited to absenteeism, overtime, shift changes, arrivals, departures and relocations including designing and generating reports.
- Provides analytical support and reporting on workforce data

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Develop the capabilities of others and manage and improve your own performance.
- Assist with the provision of business management support to ARFFS management, including the monitoring, reporting and analysis of business performance.

Compliance, Systems and Reporting

- Maintain and deliver related workforce planning and strategy services, in accordance with agreed production schedules in a dynamic environment which often experiences tight deadlines and prioritisation conflicts.
- Lead the technical delivery of innovative solutions to assist with the strategic and tactical management of the workforce
- Build and maintain effective workforce management and reporting tools

Safety

- Display appropriate safety behaviours and discharge accountabilities as per Airservices Safety Management System policies and procedures.
- Abide by relevant WHS requirements with respect to performing your duties.

Key Performance Indicators

Efficient, Effective and Accountable

- Design and provide detailed periodic reports as required on current and future deployment status of each roster group, cost centre or unit, to enable the identification of potential improvements to workforce planning and initiative tracking practices.
- Maintain accurate data on staff movements into and out of units to assist with workforce planning, and integrate such information within the resource, training, scheduling and roster planning processes. This includes developing and maintaining numerous unintegrated staff tracking schedules and providing analysis on potential shortfalls with proposed solutions.

Commercial

- Aid in the delivery of the required productivity savings associated with the ATC EA and other Enterprise Agreements as they arise.
- Provide detailed periodic reports on current and future workforce deployment status of each operational and service area to enable the identification of potential improvements to scheduling, rostering and deployment practices and their reporting.

Safety

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

Key Relationships

- Your manager: Workforce Planning Senior Advisor/ Specialist
- Your Manager once removed: Workforce Planning Lead
- Your team: counterpart Workforce Planning Analyst, Workforce Planning Advisor, Workforce Planning Coordinator and Workforce Deployment Officers
- Workforce Deployment Lead and staff
- People Operations Lead
- Service Delivery Managers and staff
- Employee Support, Business Partnering, Operational Training and staff
- Corporate Services including Payroll, Organisation Management and Organisation Development
- Engineering Services and Technical Services management and staff
- Customer Value and Business Performance, Financial Controller and their staff
- Information Management & Technology, Service Design & Delivery, Application Services management and staff

Skills, Competencies and Qualifications

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.
- Demonstrated computer literacy with particular proficiency in Microsoft Office and relevant rostering software as well as the demonstrated ability to quickly learn new computer applications including relevant modules of SAP.
- Delivering results and meeting customer expectations, including: focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; and encourages organisational and individual responsibility towards the community and environment.
- Relating & Networking - Establishes good relationships with customers and staff Builds wide and effective networks of contacts inside and outside the organisation Relates well to people at all levels Manages conflict Uses humour appropriately to enhance relationships
- Presenting & communicating information - Speaks clearly and fluently. Expresses opinions, information and key points of an argument clearly. Makes presentations and undertakes public speaking with skill and confidence Responds quickly to the needs of an audience and to their reactions and feedback. Projects credibility
- Writing & reporting - Writes clearly, succinctly and correctly Writes convincingly in an engaging and expressive manner Avoids the unnecessary use of jargon or complicated language Writes in a well-structured and logical way Structures information to meet the needs and understanding of the intended audience
- Analysing - Analyses numerical data, verbal data and all other sources of information Breaks information into component parts, patterns and relationships Probes for further information or greater understanding of a problem Makes rational judgements from the available information and analysis Produces workable solutions to a range of problems Demonstrates an understanding of how one issue may be part of a much larger system
- Learning & researching - Rapidly learns new tasks and quickly commits information to memory Gathers comprehensive information to support decision making Demonstrates a rapid understanding of newly presented information Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback) Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)

- Planning & organising - Sets clearly defined objectives Plans activities and projects well in advance and takes account of possible changing circumstances Manages time effectively Identifies and organises resources needed to accomplish tasks Monitors performance against deadlines and milestones
- Adapting & responding to change - Adapts to changing circumstances Accepts new ideas and change initiatives Adapts to interpersonal style to suit different people or situations Shows respect and sensitivity towards cultural and religious differences Deals with ambiguity, making positive use of the opportunities it presents
- Detailed understanding of data base management and rostering and scheduling systems and their use in workforce planning and be able to articulate your understanding through the production of user guides and direct knowledge transfer

Qualifications

- Formal qualifications (or work experience) in workforce planning considered highly desirable
- Experience in a workforce planning coordinator, rostering or staff scheduling role or similar.
- Tertiary qualifications (or extensive experience) in human resourcing, organisational management or a business analysis or finance discipline would be highly regarded.

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.