



Workforce Planning Coordinator

Position Detail			
Reports To	Workforce Planning Lead	Group	Chief People & Culture Officer
Classification	ASA 4	Location	Any
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 fire fighting services at 26 Australian airports.

Primary Purpose of Position

The **Workforce Planning Coordinator** is required to support the delivery of an efficient and effective workforce planning function for our Service Delivery Group including Air Traffic Control (ATC) and Aviation Rescue Fire Fighting Services (ARFFS).

The role contributes to the end-to-end workforce planning and resourcing function, utilising all available resources, systems and tools.

Accountabilities and Responsibilities

Workforce Deployment Planning

- Update resource plans and generate reports on staffing status as required
- Provide support with roster related payroll queries utilising Quintiq to interpret rosters and entitlements in accordance with the Enterprise Agreement.
- Maintain and update current and forward planning resource data for all roster groups.
- Provide accurate and timely processing relating to all workforce deployment activities including end-to-end processing of SAP Org Management updates.
- Process routine actions and administrative reports including but not limited to absenteeism, overtime, shift changes, arrivals, departures and relocations
- Provide transactional and administrative support where required for Workforce Deployment projects and initiatives

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 or ARFFS group, initiating positive suggestions for improvements as required.

OFFICIAL

- 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 planning and reporting services.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Input efficient, cost effective, equitable and operationally sustainable rosters in a timely manner and in accordance with relevant guidelines, procedures and conditions
- Identify accurate resource planning data and communicate relevant information to stakeholders.
- Input data and communicate effectively with regards to payroll duties.
- Back up and support for other team members as required from time to time

Commercial

- Provide detailed periodic reports on current and future workforce status of each operational and service area to enable the identification of potential improvements to scheduling, rostering and deployment practices.

Safety

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

Key Relationships

- Your Manager: Workforce Planning Lead
- Your team: Workforce Planning Analysts, Senior Workforce Initiatives Specialist
- Workforce Deployment Resourcing Manager and their rostering staff
- Enterprise Services including Payroll and People Transformation and Policy
- ATC/ARFFS Managers, Unit Tower Supervisors and Line Managers
- Information Management & Technology management and staff

Skills, Competencies and Qualifications

- Demonstrated knowledge and experience of payroll entry using SAP or similar, rostering complexities and human resource guidelines or equivalent, in relation to the development, maintenance and population of operational rosters.
- Demonstrated appropriate level of computer literacy with particular proficiency in Microsoft Office and SAP, and proven ability to quickly learn new computer applications.
- Demonstrated effective level of liaison, interpersonal and oral and written communication skills, exercising confidentiality.
- Demonstrated ability to maintain quality and attention to detail when working to deadlines on tasks requiring a volume of transactions
- Demonstrated 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.

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.