

## Workforce Deployment Rostering Officer

### Position Detail

<b>Reports To</b>	Workforce Rostering & Systems Specialist	<b>Group</b>	Aviation Rescue and Fire Fighting Services (ARFFS)
<b>Classification</b>	ASA 4	<b>Location</b>	Brisbane
<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 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.

The People Capability Branch within ARFFS leads workforce planning and rostering (Workforce Deployment), workforce training (Training); full range of HR services (People Services); and design of systems to effectively develop and manage its workforce. This position will sit within the Workforce Deployment unit.

### Primary Purpose of Position

The purpose of Workforce Deployment 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.

As a **Rostering Officer** you will be required to deliver an efficient and effective workforce deployment rostering service to ARFFS operational management in relation to the timely and accurate development, publication and maintenance of rosters, changes for ARFFS staff entering and leaving roster groups, across all Airservices locations. You will take ownership of and champion the end-to-end rostering services for ARFFS roster groups, utilising all available resources, systems and tools, whilst striving for a high level of service quality and continuous improvement.

### Accountabilities and Responsibilities

#### Position Specific

- Provide a high quality and efficient service to operational managers, supervisors and staff in relation to the accurate development, publication, maintenance and resourcing of Aviation Rescue and Fire Fighting Services 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 and actioning complex changes to rosters keeping in mind operational and financial impacts of changes, Principles of Rostering, Fatigue Management policies, Enterprise Agreement conditions, medical, technical qualifications 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 the ARFFS Workforce Plan.
- Manage and maintain relevant HR processes within the SAP establishment including position numbers, Organisational units and their related hierarchies, ensuring accuracy of data. This involves updating positions, reporting lines and business group's structures in a timely manner.
- Effectively process, implement and communicate any changes to staff placements, establishment management, master rosters and new rostering initiatives to all relevant stakeholders.
- Identify areas for greater roster efficiency, effectiveness and operational sustainability to maximise resource utilisation while minimising staffing costs.
- Adherence to specific rostering and enterprise agreement productivity targets and identify initiatives for continuous improvements to the entire process.
- Provide accurate and timely feedback and recommendations relating to all rostering and resourcing activities including end-to-end processing of SAP Org Management updates.
- Provide ad hoc data review, reporting and analysis as required.

### **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 ARFFS 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**

- 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.

## **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 additional duty requirements in strategic rostering balanced against minimum 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 any other standards

## Key Relationships

- ARFFS Workforce Deployment Manager and unit team members
- Team members and managers across all of People Capability Branch
- Regional and Local Operations Manager's and Fire Station staff (i.e. Fire Commanders, Roster Portfolio Holders)
- Enterprise Services (including Payroll Services), People Policy, People Services Advisors and Specialists across other Business Groups
- (Designated) business group employees and line managers
- Corporate Centre including Remuneration and Transactional Services, and other relevant areas

## 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 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.

## Additional Information

### Travel

Domestic travel may be required infrequently for work related activities.

**Flexible Working Arrangements**

Airservices recognises and supports flexible working arrangements. The role is full-time with a requirement for occasional out of hour's support however requests for alternate and flexible working arrangements will be considered for the successful incumbent.

**Diversity and Inclusion**

The range and nature of work of Airservices requires a workforce that reflects our broader community. We welcome applications from Indigenous Australians, people from diverse cultural and linguistic backgrounds and people with disabilities. We will accommodate all requests for reasonable adjustment for people with disabilities to assist in the application process and if successful, the inherent requirements of the position. If you have individual requirements that need to be accommodated in order to participate in an interview please provide this information in your application cover letter.