

Senior Workforce Planning Specialist

Position Detail

Reports To	ARFFS Workforce Deployment Manager	Group	Aviation Rescue and Fire Fighting Services (ARFFS)
Classification	ASA 7A	Location	Canberra
Reports – Direct Total	1-2		

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 **Senior Workforce Planning Specialist** you will lead the team that determines ARFFS staffing requirements through analysis of demand and supply, developing and managing the ARFFS staffing plan to support operational service delivery in compliance with Airservices, policies, procedures and guidelines. You will work collaboratively with other roles across the business and will design, sustain and evolve ARFFS workforce planning frameworks, policy and processes.

Accountabilities and Responsibilities

Position Specific

- Lead and manage workforce planning for ARFFS workforce to support recruitment, retirement planning, transfers and staff movements, training, scheduling and rostering as required
- Design and oversight of the strategic workforce planning capability of ARFFS, including the development and maintenance of associated frameworks, policies and processes.

- Conduct internal and external scanning and analysis to provide an evidence based workforce planning for managers to make decisions about the future workforce and strategies to mitigate key workforce risks and achieve business outcomes
- Lead, develop and manage the staffing plan for the next five years and coordinate resource needs with recruitment and training
- Lead the delivery of technology solutions to assist with workforce planning and scheduling efficiency outcomes
- Provides analytical support and regular reporting on workforce data

People

- Build and maintain relationships with key stakeholders to ensure timely support for continuous improvement activities related to enterprise workforce planning applications and analytics.
- Provide accurate and timely information, feedback and recommendations about enterprise workforce planning applications, analytics and other Workforce Deployment systems.
- Build and maintain productive working relationships with staff and line managers and proactively seek feedback to ensure a quality focused service is being provided, initiating positive suggestions for improvements.
- Contribute to the development of a work environment and culture with a strong focus on service delivery by engaging 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 coach individual members of the team to facilitate performance improvement while ensuring compliance with corporate policies and procedures.
- Manage and prioritise the workload of the team and individuals and lead by example to enable a high level of customer service in an appropriate and cost effective manner.

Compliance, Systems and Reporting

- In collaboration with key stakeholders, develop and lead the technical delivery of innovative solutions to assist with the strategic and tactical management of the workforce
- Develop, maintain and deliver workforce deployment strategy, planning services, reporting, in accordance with agreed production schedules in a dynamic environment which often experiences tight deadlines and prioritisation conflicts.

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

- Workforce planning capability and reporting (including frameworks, policy and processes) is robust, contemporary, fit-for-purpose and meets the needs of the business.
- Provision of specialist advice and solutions in relation to workforce planning matters in a timely and accurate manner, providing advice that is solution focused, professional, positive and outcomes driven
- Identify and lead improvements and enhancements to ARFFS Workforce Deployment delivery including contributions to continuous improvement activities, improvement to systems and processes to improve outcomes and experiences for stakeholders and proactive contribution and management of ARFFS Workforce Deployment reporting and documentation activities
- Actively embraces constructive feedback and shows commitment to personal improvement
- Interpersonal behaviour is positive, engaging and above the line, fostering a professional and inclusive workplace

Commercial

- Aid in the identification and delivery of the continuous improvement activities

- 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.

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

Technical Capabilities and Experience

- Extensive workforce planning experience (including transactional, advisory and organisational change experience) providing sound advice and solutions across full range of workforce planning matters in a complex, industrialised, geographically and professionally diverse organisation. Experience across the full spectrum of workforce planning best practice within a large organisation including strategy and initiative delivery, reporting and monitoring of the workforce.
- Management and supervisory experience and skills leading a team to deliver results in workforce planning, rostering or human resources capacity, which will support and influence others in the achievement of goals and objectives.
- Strong quantitative capability with demonstrated experience working with complex data models and the ability to communicate analysis and insights to senior stakeholders to support strategic decision making (including advanced skills in building models in MS Excel).
- Proven ability to manage a diverse workload and competing priorities and be able to flexible adapt to changing work demands and circumstances
- Highly developed interpersonal and communication skills including the ability to build and maintain effective working relationships including the proven ability to deliver results and solutions for the business while adhering to relevant legislation, policies and procedures
- Strong consulting, problem solving, conceptual and analytical skills facilitating the application of workforce planning principles to deliver tailored, appropriate and informed advice
- Demonstrated supporting and positive, professional behaviours that support an organisation, its leaders and team members

Qualifications (*Essential*):

- A tertiary or recognised qualification in Human Resource Management, Workforce Planning, Business Management, Financial Analysis or related field

Behavioural Competencies

- 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.
- 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.

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.