

Workforce Planning Analyst

| Position Detail | | | |
|-------------------------------|--------------------------------------|-----------------|--|
| Reports To | Senior Workforce Planning Specialist | Group | Aviation Rescue and Fire Fighting Services (ARFFS) |
| Classification | ASA 6 | Location | Canberra |
| 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.

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 **Workforce Planning Analyst** you will use your knowledge and skills in data modelling to monitor and determine operational staffing requirements. You will analyse quantitative and qualitative data, demand and supply, develop and manage the workforce plan to support the delivery of ARFFS that are compliant with Airservices, policies, procedures and guidelines. You will support development of frameworks, policies and processes to meet service delivery requirements.

Accountabilities and Responsibilities

Position Specific

- Manage workforce planning for ARFFS workforce to support recruitment, retirement planning, transfers and staff movements, training, scheduling and rostering as required
- 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

- Develops and manages a staffing plan for the next five years and coordinate resource needs with recruitment and training
- Deliver technology solutions to assist with workforce planning and scheduling efficiency outcomes
- Provides analytical support and regular 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

- Lead the technical delivery of innovative solutions to assist with the strategic and tactical management of the workforce
- 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

- 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

- Provision of practical 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
- Seeks to identify 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

- Workforce planning experience (including transactional and advisory experience) providing sound advice and solutions across full range of workforce planning matters in a complex, industrialised, geographically and professionally diverse organisation
- Have demonstrated experience working with complex data models and the ability to communicate analysis and insights to senior stakeholders to support strategic decision making
- 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
- Applied 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
- 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 (*Desirable*):

- 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 part-time (job share) 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.