

Job Title:	Scheduling Coordinator
Job No:	AA 66
Dept/Business Unit:	Technical Training
Accountable to:	Network Planning Manager
Reporting to:	Network Planning Manager
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Safety – At the Heart of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Scheduling Coordinator is responsible for the day-to-day administrative tasks related to the scheduling of Aviation Australia's programs and must be committed to high quality output and be flexible and responsible to client needs.

DUTIES

- Coordinate the development and maintenance of training schedules for instructors and assessors across all Aviation Australia locations.
- Coordinate and allocate all staffing, facility and equipment resources within budget requirements to ensure successful delivery of all training programs.
- Update the skills matrix for instructors and assessors, maintaining a comprehensive understanding of instructor and assessor skill sets and proactively identify any potential skill shortages that could impact training delivery.
- Liaise with the Network Planning Manager and local supervisors to maintain a strong understanding of local resourcing issues and constraints and work to resolve these in a timely manner.
- Work in conjunction Network Planning Manager to understand upcoming leave requirements for instructors and assessors to ensure these are reflected in the training schedule and appropriate resourcing is managed.
- Liaise with the Technical Training Manager, Assessment and Apprenticeship Manager and the QEA Practical Training Manager regarding resourcing requirements and/or issues and provide regular scheduling reports to inform business decisions.
- Work closely with the Network Planning Manager to ensure the scheduling of room bookings and instructor attendance sheets are accurately reflected in the system.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.

- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Scheduling Coordinator has the authority to:

- Coordinate the scheduling for all instructors and assessors.
- Access systems relevant to training administration functions under authorisation of the Network Planning Manager

SELECTION CRITERIA

Qualifications

Desirable

- A diploma or higher-level qualification in Business Administration, Business or a related discipline or equivalent.

Experience

Essential

- A minimum of 12 months experience in a high demand scheduling role or similar administrative role.
- Experience utilising records and document management systems, particularly scheduling focused.

Desirable

- Experience in the vocational training sector or in a training/learning and development environment.
- Experience in an aviation industry.

Knowledge and Skills

Essential

- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.

- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures and exercise judgement or seek management assistance in the interpretation of same.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Desirable

- Knowledge and/or understanding, or the ability to rapidly acquire knowledge and understanding of:
 - VET standards and how compliance against these standards is maintained and demonstrated;
 - Relevant Commonwealth or State/Territory legislation that applies to aviation training.

Personal Qualities

Essential

- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.