

	<b>Job Description</b>	<b>AA HR PRO 05a</b>
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<b>Job Title:</b>	Planning and Scheduling Manager
<b>Job No:</b>	AA139
<b>Dept/Business Unit:</b>	Technical Training/Assessments
<b>Reporting to:</b>	Manager Assessment
<b>Our Vision:</b>	The aviation and aerospace Centre of Excellence for learning and development
<b>Our Values:</b>	Work Together, Be Accountable, Safety – At the Heart of Everything We Do, Act Innovatively, Deliver on Customer Needs

## PURPOSE

The Planning and Scheduling Manager is accountable and responsible for long term planning and allocation of resources for training and delivery across all Aviation Australia's campuses. The role is critical to ensuring Aviation Australia establishing itself as the aviation and aerospace centre of excellence for learning and development across our delivery footprint.

## DUTIES

Key accountabilities of this role include:

- Work collaboratively with the National Technical Training Manager (NTTM), Manager Assessment and the campus Technical Training Managers (TTM) to coordinate and deliver a technical national assessment and delivery schedule.
- Work collaboratively with Remote Pilot Aircraft Systems (RPAS), Flight Safety Operations (FST) and Pilot Training to coordinate and deliver a national assessment and delivery schedule.
- Lead, manage and develop operational systems to support the development of a comprehensive Aviation Australia schedule that outlines all resourcing needs.
- Liaise with CDD on priority courseware/products to update and advise them on dates to roll out those changes.
- Provide scheduling advice and guidance to relevant business units to plan and prioritise training/PD and Assessments.
- In conjunction with leadership staff, manage the development and maintenance of schedules across all Aviation Australia locations including approved leave requests.
- Monitor and report on the effectiveness of schedules and the utilisation of staff across all AA locations.
- Prepare and present reports on scheduling activities, schedules, and performance metrics.
- Provide strategic resource capacity planning and report on trends to identify delivery demands and utilisation for securing long term training agreements with relevant stakeholders.
- Identify areas for continuous improvement and working collaboratively with teams to implement best practices

	<b>Job Description</b>	<b>AA HR PRO 05a</b>
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- Develop and maintain knowledge of all AA systems and act as SME for scheduling systems.
- Present accurate forecast data for national resource planning or surplus' staff required in training delivery across all locations. To support new and existing products and aid decisions for the leadership team. Advise and collaborate on effective and opportune periods to deliver training.
- Consult with Managers to Maintain Instructor utilisation % for effective scheduling and preventing any scenarios of Instructors being over utilised.
- Maintain knowledge and use of Instructors Terms of Reference (ToR), ensuring staff hold the necessary qualifications to instruct.
- Maintain current processes and procedures, incorporating other departments scheduling requirements and providing a single point of contact regarding those departments (e.g., FST, RPAS, VETIS, Pilot).

Comply with the requirements of Aviation Australia's:

- Code of Conduct
- Work Health and Safety legislation
- Policies and procedures

## **AUTHORITIES**

The Planning and Scheduling Manager has the authority to:

- Provide scheduling for all instructors and assessors.
- Access systems relevant to training administration functions under authorisation of the accountable / reporting manager.

## **SELECTION CRITERIA**

### **Qualifications**

#### Essential

- Diploma or higher-level qualification in Business Administration, Business, or a related field.
- 3-5 years' experience in a scheduling role.
- Exposure to Higher Education and/or Aviation Industry.
- Experienced in Microsoft suite of programs and advanced skills in Excel for resource logistics planning and scheduling

#### Desirable

Experience in the aviation maintenance training sector would be an advantage.

	<b>Job Description</b>	<b>AA HR PRO 05a</b>
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## Experience

### Essential

- Demonstrated experience in managing operational resourcing, preferably in a training environment.
- Demonstrated experience in data analytics, including the use of PowerBI and other data visualisation tools.
- Proven experience using scheduling systems such as CELCAT.

### Desirable

- Experience working in a planning department, preferably in the vocational training sector or in a training/learning and development environment.
- Experience working in the aviation or aerospace industry and/or an understanding of commercial aviation.

## 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 operate in 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.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- 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.
- Preparedness to undertake training as required.

### Desirable

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

	<b>Job Description</b>	<b>AA HR PRO 05a</b>
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## Personal Qualities

### Essential

- Able to troubleshoot priorities to produce the best outcome across multiple variables, e.g. qualified staff, students, travel costs, facilities etc.
- Adaptability and calm under pressure with an enthusiastic and motivated approach.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- 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 and willingness to address performance or behavioural issues by having challenging conversations to ensure a safe working environment for everyone.
- 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.