

	Job Description	AA P&C PRO 05a
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Job Title:	Planning and Scheduling Coordinator
Job No:	AA212
Reporting to:	Project Lead-Qantas Group Engineering Academy
Department:	CEO/Executive > Qantas Group Engineering Academy
Our Vision:	The aviation and aerospace Centre of Excellence for learning and development
Our Values	Work Together, Be Accountable, Safety at the Heart, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Planning and Scheduling Coordinator is responsible for the day-to-day scheduling and administrative tasks related to the scheduling of the Qantas Group Engineering Academy (QGEA) practical training and must be committed to high-quality output and be flexible and responsible to client needs.

RESPONSIBILITIES

As the Planning and Scheduling Coordinator you will be responsible for:

- Coordinating the development and maintenance of QGEA apprentice practical training schedules, ensuring alignment with program requirements and project deliverables.
- Managing the booking and allocation for QGEA of shared training aids and equipment, collaborating with relevant teams and departments to support effective program delivery and optimise resource utilisation.
- Identifying and addressing scheduling conflicts arising from shared resources and competing program demands, escalating to the QGEA Practical Training Manager as needed.
- Working with the QGEA Practical Training Manager to monitor asset usage, maintenance schedules, and capacity constraints, identifying bottlenecks and providing forecasts to support future planning.
- Working collaboratively with the Planning and Scheduling Manager to ensure room allocations and instructor attendance, is accurately maintained within CELCAT and other relevant systems.
- Providing timely and professional responses to customer enquiries, ensuring a high level of service and support at all times.
- Overseeing the tracking and reporting of individual and cohort student progress against milestones and competencies, identifying at risk students and escalating to the QGEA Project Lead as required.
- Delivering timely and accurate scheduling reports to inform operational and executive decision-making, as well as external stakeholder meetings.
- Undertaking other responsibilities as required by the reporting manager in line with business needs.
- Acting in alignment with Aviation Australia's values, policies, and legal obligations

SELECTION CRITERIA

Qualifications and Experience

- Minimum of 2 years' experience in a high demand scheduling or project coordination role (essential), with prior exposure to the education or aviation sectors considered highly desirable.
- Experience utilising records and document management systems, particularly scheduling focused.
- Demonstrated proficiency in Microsoft Office programs, including advanced expertise in Excel for resource logistics planning and scheduling.
- Excellent communication skills (both written and verbal) and the ability to manage multiple tasks,

prioritise effectively, and meet agreed deadlines.

- Experience within technology or digital delivery environment is advantageous.
- Understanding of RTO standards in Australia, or the ability to quickly acquire and apply this knowledge in practice.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Ability to interpret and apply legislation, regulations, policies and procedures and exercise judgement or seek management assistance in the interpretation of same.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Preparedness to undertake training as required.

Eligibility Requirements

- Employment is subject to the successful completion of relevant pre-employment screening, which may include verification of work rights, criminal history, reference, qualification and licence checks, medical assessments, and drug and alcohol testing.
- Ability to safely performing the inherent physical and functional requirements of the position.
- It is a condition of employment that all employees are willing and able to obtain and maintain a Working with Children Check or equivalent check for the relevant state of employment in Australia, for the duration of their employment with Aviation Australia.

Behavioural Competencies

Our purpose is to inspire and develop world-leading professionals for the aviation and aerospace industries through innovative learning and a commitment to safety and sustainability. To achieve this, we must live by our **values**—every day, in every interaction.

Work Together

Teamwork is essential for fostering a culture of cooperation, innovation, and shared success within the workplace. It not only contributes to the effective achievement of business objectives but also enhances the work experience for individuals, leading to a more engaged and committed workforce.

Be Accountable

Accountability fosters trust, improves performance, and contributes to a positive and productive work environment. It's essential for individual success and the overall success of the team and organisation that we are accountable for our actions and responsibilities.

Safety at the Heart

Prioritising the protection and well-being of staff, students, customers and visitors of Aviation Australia, ensuring that all operations and activities are conducted in a manner that minimises risk and prevents harm.

Act Innovatively

Acting innovatively at work is not just about generating new ideas; it's about creating value through those ideas in ways that benefit the organisation, its employees, customers, and the broader community. It's a fundamental aspect of thriving in a complex, ever-changing business landscape and it keeps us relevant in the marketplace.

Deliver on Customer Needs

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Delivering on customer needs is a strategic imperative that impacts nearly every aspect of our business, from product development to classroom delivery, marketing, sales, and customer service. It's about creating value that resonates with customers, ensuring their satisfaction, loyalty, and advocacy.