

# Position Description

## Duty Roster Scheduler

*This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.*

### Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

### Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

### Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

#### 1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

#### 2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

#### 3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

### Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

#### Collaboration - *Me mahi tahi*

We work together to achieve and succeed

#### Transparency - *Me mahi pono*

We are open and honest communicators

#### Integrity - *Me mahi tika*

We do the right thing

#### Respect - *Me manaaki*

We treat all people with consideration and kindness

#### Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



## Role Purpose

The purpose of the Duty Roster Scheduler role is to coordinate high quality rosters that meet projected demand and assign duties as fairly and evenly as possible amongst rostered staff.

The role undertakes short term planning (Day 0 – Day 5) and requires intricate knowledge of all rosters, station operations and the variances between them. The Duty Roster Scheduler works Rostered shifts to ensure national coverage over 24 hours per day, 7 days per week, 365 days a year.

Duty Roster Scheduler also provide, back-up support to Regional Roster Coordinators with medium term planning on an as required basis. They work closely with frontline managers to roster the resources required to meet business and operational needs.

## Key Dimensions

<b>Group:</b>	Aviation Security	
<b>Team:</b>	Aviation Security Support	
<b>Reports to:</b>	Team Leader, Rostering	
<b>Location:</b>	National Rostering Centre, Auckland	
<b>Salary Band:</b>	13	
<b>Financial:</b>	Nil	Delegation Level = Nil
<b>People:</b>	Direct Reports = Nil	Delegation Level = Nil
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Aviation Security regional management team</li> <li>Frontline employees (Including Operations Managers, Team Leaders, Aviation Security Officers, ASO - Load Assistants, Behaviour Detection Officers and Explosive Detector Dog Officers)</li> <li>Aviation Security support functions</li> </ul>	External: <ul style="list-style-type: none"> <li>Emergency Services.</li> </ul>
<b>Essential requirement/s:</b>	<ul style="list-style-type: none"> <li>Drivers Licence (for BCP purposes)</li> </ul>	

## Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports CAA's commitment to Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe and by following the responsibilities laid out in our Health, Safety and Wellbeing Commitment Statement which outlines the expectations of leaders and all staff.



## Key Accountabilities

- Coordinates short term Rosters (Day 0 to Day 5) resource requirements to meet projected demand using Quintiq.
- Responsible for building daily rosters for operational rosters including staff based at security designated airports.
- Ensuring all resources are utilised efficiently and efficiently.
- Responsible for seeking additional resources as and when required.
- Considers organisational financial controls and budgets while ensuring the organisation continues to meet the regulatory requirements
- Work within the delegated authority of the CAA/AvSec management model, to effectively manage all ad hoc changes to rosters for the day of operation.
- Under the CAA/AvSec management model, provide Subject Matter Expert rostering advice and support to operations management.
- Providing accurate information advising of alternative coverage options. All advice must align with the organisations' financial objectives.
- Maintain an accurate record of all significant changes to daily resource requirements
- Identify issues and/or trends, recommend rostering efficiencies to a Team Leader, Rostering.
- Maintain effective communication with all frontline operational staff and managers
- Maintain effective working relationships with all internal & external stakeholders.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of EEO and the Treaty of Waitangi.
- Maintain knowledge and application of all Health and Safety requirements, procedures and initiatives.

## Outputs

- Resources are efficiently allocated and deployed to enable Avsec to fulfil its statutory and legislative obligations
- Duties are assigned as fairly and reasonably as possible amongst rostered members
- The organisation meets its financial and statutory obligations
- Communication with other Duty Roster Schedulers, Regional Roster Coordinators and all stakeholders remains open, effective and efficient.
- The Manager, Rostering is kept updated on all significant risks, issues and challenges.
- Health, safety & wellbeing for all employees and stakeholder is actively managed to maintain a safe and health working environment.
- Staff participation in and contribution to workplace Health and Wellbeing is achieved.

## Outcomes

- The Authority provides an effective and efficient security service to the New Zealand aviation system
- The Authority has a positive effect on passenger safety in New Zealand
- The Authority is a safe workplace that achieves and maintains all safety related standards and requirements.



## Competencies

### Competency 1 – Communication

- Provide accurate and concise information to individuals and groups.
- Record and provide accurate occurrence logs throughout each shift.
- Undertake comprehensive and effective formal handovers at each shift handover.
- Provide timely verbal and/or written reports on operational matters affecting performance, critical incidents, all safety related matters and as requested.
- Use effective communication to develop, strengthen and maintain all stakeholder relationships.

### Competency 2 - Problems Solving and Prioritising.

- Effectively manage to completion multiple complex issues that may involve significant ambiguity.
- Effectively assess problems and issues to ensure appropriate prioritisation is applied.
- Continuously monitor, prioritise and actively manage all roster related operational requirements.
- Actively seeks advice and/or support when unable to assess, prioritise or resolve problems.

### Competency 3 – Resource Management

- Effectively manage all CAA/AvSec resourcing needs.
- Effectively and efficiently roster short term (Day 0 to Day 5) resource requirements to meet projected demand using the rostering system.
- Build daily rosters for all operational staff based at security designated airports, ensuring all resources are utilised effectively and efficiently.
- Accurately capture and record all resource related reporting in a timely manner
- Aid and support team members to ensure all cross functional rosters related duties are completed in a timely manner.

### Competency 4 – System and Process Focussed

- Always operate and apply all (required) CAA/AvSec systems and processes.
- Comply with all legislative, contractual, system, policy and process requirements.
- Report all non-compliance accurately and in a timely manner.
- Report all safety related issues and incidents immediately to your Team Leader.

### Competency 5 – Administration

- Accurately record and enter data relating all roster related changes.
- Provide quality, detailed written reports in a timely manner as required.
- Self-manage all duties and responsibilities accurately and in a timely manner.
- Complete additional administrative tasks as requested by the Team leader Rostering.



## Skills and Experience

### Required:

- Effective communication skills, both verbal and written.
- Analytical ability to assess complex issues and implement solutions
- Skilled in dynamically allocating resources to balance productivity and cost- efficiency.
- Skilled in executing operational workflows per compliance guidelines.
- Strong organizational skills

### Would be an advantage:

- Experience in scheduling/rostering or similar

### Other duties and responsibilities:

As and when required (in consultation), having consideration for the relevant experience and knowledge of the Duty Roster Scheduler additional duties and responsibilities may be added.

