

JOB TITLE: ROSTERING OFFICER

JOB STATUS: 12 month contract position

DATE: January 2020

REPORTS TO: HR Manager/CEO

DOC STATUS: Draft

JOB DESCRIPTION

About the Role	The Rostering Officer will be responsible for the planning, coordination and scheduling of shifts across the organisation and preparing timesheet data for payroll. The Rostering Officer will work closely with Coordinators, Team Leaders and other stakeholders to understand and meet rostering requirements. The Rostering Officer will also undertake various other administrative tasks in relation to HR and rostering.
Purpose of role	To ensure that the appropriate level of supports is provided to participants, shifts are allocated according to the organisation's Rostering Policy and that all obligations are met in relation to participants and employees
Main duties and responsibilities	<p>The Rostering Officer responsibilities</p> <ul style="list-style-type: none">• Coordination and planning with all managers to understand rostering requirements• Forward scheduling of all rostering requirements and coordination of shift swaps and fills in line with participant needs and CRS Rostering & Leave Guidelines• Coordination with Payroll to ensure accurate shift data prior to processing• Other administrative tasks in relation to rostering and payroll as required
Other duties	Fulfil other duties as required by management as requested/required.
Hours of work	Part-Time – 30 hours per week

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• Minimum Certificate III Community Services or similar
Experience	<ul style="list-style-type: none">• Minimum 2 years experience in a similar rostering related role, preferably in the community services sector.• Minimum 2 years experience working in disability/aged care sector or equivalent• Minimum 12 months experience in a human resources and/or payroll position

Knowledge

- Understanding and awareness of the National Disability Insurance Scheme and the NDIS Practice Standards
- Understanding and experience in using electronic rostering systems
- Knowledge and understanding of Workplace Health and Safety legislation and Industrial Relations

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face to staff and participants.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to work together with other members of the management and administrative team to ensure all rostering obligations are met. Assist and support others as required and get along with other team members.
- **Time management/organisation:** accomplish objectives effectively within required timeframe and meet all administrative duties in an efficient and timely manner.

Personal attributes

- Excellent written and verbal communication skills
- Excellent IT skills
- Ability to work under pressure
- Team player
- Organisational and time management skills
- Excellent attention to detail
- Confident manner
- Positive approach to change.

Other

- Working with Vulnerable People registration (mandatory)
- National Police Check (mandatory)
- Drivers Licence (mandatory)

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KEY RESULT AREAS

The Rostering Officer will be expected to undertake a wide range of duties that may include, but are not limited to the following:

1. Coordinate regular meetings with relevant Managers, Coordinators and Team Leaders to understand upcoming rostering requirements
2. Prepare rosters in the organisation's electronic rostering system ensuring staff mandatory skills and qualifications are met and current before allocation of shifts.
3. Map out staff proficiencies to match the requirements and preferences for clients at each worksite
4. Monitor any staff restrictions such as medical requirements, visa requirements, personal restrictions etc.
5. Engage in effective and efficient communication to address covering staff absences by re-rostering and responding to changes as they arise that also address all requirements in relation to work health safety and industrial obligations
6. Timely input and processing into the organisation's electronic rostering system

7. Reviewing staff leave applications to ensure adequate staff coverage exists and providing advice to management in relation to leave approval
8. Ensure requests for recruitment of additional staff are referred to the HR Manager/CEO in a timely manner
9. In consultation with the Coordinator/ Team Leader oversee the allocation of induction shifts and buddying of new staff into worksites with experienced staff
10. Review training and recruitment initiatives to ensure maximum number of staff are current and available for shifts.
11. Obtain and provide feedback of employee performance from Team Leaders/Coordinators to assist in the performance appraisal/review system to mentor and improve performance
12. Actively respond to all rostering queries in accordance with the service standards
13. Assist in the preparation of timesheet and payroll data as required
14. Support the organisation's on-call system as required
13. Liaise with staff and managers as required, via face-to-face, telephone, text message and email.
14. Review and audit the organisation's timesheet/time reporting system as required
15. Other duties to support the rostering & HR function as required.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
CEO

.....
Date