



Position Description – Flight Scheduling Officer

Position Details

Position Title:	Flight Scheduling Officer
College/Portfolio:	STEM College
School/Group:	Aviation Academy
Campus Location:	Based at the Point Cook campus but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Ongoing
Time Fraction:	1.0 including weekend work

RMIT University

RMIT is a multi-sector university of technology, design, and enterprise. The University's mission is to help shape the world through research, innovation, and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with Bendigo. Flight training is conducted in both Point Cook and Bendigo. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy, and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students, and community. Our three campuses in Melbourne (City, Brunswick, and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

STEM College

STEM College holds a leading position and expertise in the Science, Technology, Engineering, Mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industries.

STEM College is a community of exceptional STEM researchers, teachers, inventors, designers, and game-changers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master, and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.

The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact and our students are truly work-ready. Under the leadership of DVC STEM College & Vice President, Digital Innovation, we have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community to achieve their potential. The College appointed Victoria's first ever Dean of STEM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity, and inclusion strategies across the College.

STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.

<https://www.rmit.edu.au/about/schools-colleges/stem-college>

Aviation Academy

RMIT University is a global leader in aviation and aerospace education, research, and training, with a proud legacy spanning more than 80 years in flight instruction and industry collaboration. Consistently ranked among the world's top universities for aviation and aerospace engineering, RMIT is renowned for producing industry-ready graduates and shaping the future of flight through innovation, safety, and sustainability.

The RMIT Aviation Academy is the University's flagship centre for flight training and aviation workforce development. With operations across multiple campuses and flight training bases, the Academy delivers integrated pilot training pathways, advanced flight instructor programs, and bespoke training solutions for industry and government partners. It plays a critical role in responding to Australia's and the region's aviation workforce needs, underpinned by a strong safety culture, regulatory compliance, and a future-focused approach to digital and technical excellence.

The RMIT Aviation Academy is an agile enterprise that can respond to skills needs and market opportunities, offering a comprehensive aviation-related curriculum and work integrated learning ethos to aviation professionals across the entire industry eco-system.

Position Summary

RMIT Aviation Academy has trained more than 3,000 pilots from around the world and our graduates have gone on to work in the aviation industry, both in Australia and overseas. With sites at Point Cook and Bendigo, our world-class flight training facilities and environment develop the necessary skills to gain a Recreational, Private and Commercial Pilot Licence along with an Associate Degree or Bachelor Degree in Aviation.

The Flight Scheduling Officer plays an important role in the Flight Operations team. The key focus is the scheduling of flights and resources to achieve optimum efficiency and effectiveness, whilst satisfying relevant CASA regulations, program requirements, student progression and company policy. This includes maintaining accurate data for flight scheduling and coordinating aircraft flying time with required maintenance and repair schedules.

Reporting Line

Reports to: Team Leader, Flight Scheduling
Reports: 0

Organisational Accountabilities

RMIT University is committed to the health, safety, and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy, and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Plan, monitor and amend the scheduling of flight training events to achieve optimum efficiency and effectiveness.
- Ability to work accurately with detailed information; including data entry; data validation and resolution of flight operations related issues.
- Ensure scheduling delivers on flight training events and complies with student enrolment, aircraft availability and maintenance needs.
- Apply policies, practices, and standards under general direction to organise and prioritise work, whilst using judgment to solve problems arising in own work area.
- Participate as an effective member of the team through contribution to the team's planned goals by completing tasks in an accurate and timely manner.
- Ensure efficient and effective delivery of flight training administration requirements including providing reporting for the Aviation Academy Leadership team and/or Program Managers.
- Provide a customer service centred approach to effectively communicate with students, instructors, support staff and management regarding issues, and provide flight updates.
- Be accountable for your own actions and workload to positively engage and collaborate within the team culture by consistently demonstrating RMIT's values.
- Apply a safety lens to all that you do and be a driving force of the Aviation Academy Safety Culture. This includes partaking in regular safety meetings and events.
- Other duties as required as directed within the scope of the classification.

Key Selection Criteria

- Strong organisation and problem-solving skills to maintain the weekly flight schedule.
- Demonstrated ability to prioritise tasks and meet deadlines with excellent attention to detail.
- Proven effective communication and interpersonal skills with a strong customer focus to liaise effectively with a wide range of stakeholders to negotiate positive outcomes.
- The ability to work calmly under pressure and adapt in a constantly changing work environment.
- Demonstrated commitment to quality and continuous improvement, and proven ability to interpret and apply policies, procedures, and systems consistently, provide advice.
- Strong computer skills with experience using Microsoft Office 365, in particular excel, and proven ability to work confidently with software systems (i.e. student management systems and scheduling software).
- Demonstrated working knowledge of standard concepts, practices and procedures within a flight school or aviation environment and familiarity with CASA (Civil Aviation Safety Authority) regulations.
- Demonstrated understanding of basic principles of weather to inform scheduling decisions and planning.
- Excellent organisational skills and time management, including a proven ability to work quickly but accurately; meet deadlines and handle pressure of work volume; prioritise own tasks to meet conflicting deadlines, and effectively work as part of a team.
- Strong conceptual, analytical, and problem-solving skills with an ability to think laterally to identify practical

and workable solutions in line with compliance requirements and act without specific direction where appropriate.

- Demonstrated ability to contribute to the continuous improvement of systems and processes in a service-oriented environment including the development or refinement of process documentation.
- Demonstrated administrative skills with experience exercising initiative and managing competing priorities in a busy service setting.
- Ability to build and maintain effective and productive relationships with a wide range of groups to work collaboratively in a team environment, whilst displaying cultural sensitivity and cross-cultural communication skills.

Qualifications

Mandatory

- Excellent communication, and interpersonal skills.
- Proven ability to manage multiple projects simultaneously and meet deadlines.
- Detail-oriented with strong analytical and problem-solving capabilities.
- Proficiency in Microsoft Office Suite.
- Working With Children's Check

Highly Desirable

- Degree in relevant discipline and/or significant experience required.
- Knowledge of the aviation and flight training industry and educational principles.
- Skills in the use of relevant information and communication technologies, preferably experience using a Learning Management System such as CANVAS and extensive use of Microsoft Office 365 suite of products.
- Experience with data analytics, or data analysis tools.