

## POSITION DESCRIPTION

### Team Leader – Operations and Rostering

POSITION DETAILS			
Directorate:	Operations		
Position reports to	Operations Centre Manager		
Direct reports	Operations Centre Coordinator		
Location	Essendon / Richmond	Date approved	MARCH 2026

### Purpose of the position

The Team Leader – Operations and Rostering provides effective leadership and operational oversight of the Operations and Rostering function, supporting the Operations Centre Manager in maintaining an efficient, compliant and responsive staff scheduling system that meets real time logistical demands. The role focuses on cost effective workforce planning while balancing staff wellbeing, operational requirements and adherence to RFDS Victoria’s industrial, contractual and regulatory obligations. Through strong collaboration and adaptive problem solving, the Team Leader ensures the delivery of operationally sound solutions in a dynamic environment and leads improvements that enhance business performance, streamline resource planning and strengthen both customer and staff satisfaction.

Key Accountabilities	
<b>Tasks and Responsibilities</b>	<p><b>People Management and Leadership</b></p> <ul style="list-style-type: none"> <li>Lead the recruitment, onboarding, and induction processes for Operations and Rostering personnel.</li> <li>Provide ongoing leadership that promotes a positive, collaborative, and high performing work culture across all Operations and Rostering sites.</li> <li>Provide coaching, guidance and support to team members while assessing training needs and facilitating appropriate professional development opportunities.</li> </ul> <p><b>Rostering, Workforce Planning and Logistics</b></p> <ul style="list-style-type: none"> <li>Lead the development, implementation, and maintenance of future master rosters and real time logistics for a large and diverse workforce.</li> <li>Ensure rostering practices comply with relevant enterprise agreements, awards, and organisational policies and procedures.</li> <li>Proactively identify resourcing and rostering challenges, collaborating with stakeholders and management to resolve issues.</li> <li>Make cost effective decisions that support business continuity, operational efficiency, and contingency planning.</li> <li>Coordinate and lead communication and consultation activities related to rostering, resourcing, and procedural updates, ensuring staff receive timely and accurate guidance.</li> </ul>

	<p><b>Operational Support, Reporting and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Collect workforce and operational data, undertake basic analysis, and prepare reports for management.</li> <li>• Identify, lead, and implement continuous improvement initiatives and operational projects.</li> <li>• Oversee the coordination of student placement programs in partnership with RTO providers.</li> <li>• Respond promptly to client and customer concerns, including managing short notice changes to operational plans.</li> <li>• Investigate and assist with responses to customer complaints to support service quality and organisational reputation.</li> </ul> <p>This position may require travel to RFDS locations from time to time.</p>
<p><b>Key Stakeholders</b></p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Operation Leadership Team</li> <li>• Wider Operations Team</li> <li>• Other RFDS Directorates</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Service Providers and subcontractors</li> <li>• Third party service providers</li> <li>• Health services</li> <li>• Ambulance Victoria</li> <li>• Universities</li> </ul>

<p><b>Key Selection Criteria</b></p>	
<p><b>Knowledge and Skills</b></p>	<ol style="list-style-type: none"> <li>1. <b>Team Development / Leadership:</b> Ability to develop and nurture team members' skills and potential through coaching, mentoring, and providing growth opportunities.</li> <li>2. <b>Collaboration / Leadership:</b> Fosters a collaborative team environment where ideas are shared openly, and teamwork is encouraged for better outcomes.</li> <li>3. <b>Goal Orientation:</b> Focuses on setting and achieving team objectives, aligning them with organisational goals, and driving the team toward success.</li> <li>4. <b>Adaptability:</b> Flexibility to adapt to changing circumstances and lead the team through transitions or challenges.</li> </ol>
<p><b>Qualifications and Experience</b></p>	<ol style="list-style-type: none"> <li>1. Certificate IV in Frontline Management or a related field.</li> <li>2. Proven experience in a leadership or supervisory role within operations, rostering, scheduling, or workforce planning across multiple locations.</li> <li>3. Experience in developing and managing 24/7 operational rosters, including coordinating staffing for complex or high-volume service environments.</li> </ol>

	<p>4. Demonstrated knowledge of workforce management principles, rostering systems, and operational coordination.</p> <p>5. Strong understanding of industrial instruments (Awards, Enterprise Agreements) and their application to rostering and staffing decisions.</p> <p>6. Demonstrated experience using workforce management or rostering software, including Emplive and Workforce, as well as platforms such as Kronos, Humanforce, or similar.</p> <p>7. Experience analysing workforce data, generating reports, and using insights to drive operational improvements.</p> <p><b>Desirable:</b></p> <p>1. Experience and understanding of regulatory frameworks in NEPT, community health or similar operating environment.</p>
--	---

## Checks, Licenses & Registration

**Probity checks must be completed as indicated below:**

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

<input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory]	<input checked="" type="checkbox"/> Drivers License [required for travel to RFDS locations]
<input type="checkbox"/> Working with Children Check	<input type="checkbox"/> Discipline Specific Vaccination – Covid (3 doses)
<input type="checkbox"/> Professional Registration <a href="#">Choose an item.</a>	<input type="checkbox"/> Discipline Specific Vaccination-Influenza
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input type="checkbox"/> Discipline Specific Vaccination-Hep B or other

## Important information

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

Therefore, employees are expected to meet their obligations under the relevant policies related but not limited to Child Safety and Workplace Health & Safety.

## Approval

Signatures	
Employee:	
Manager:	
Date:	

