

## Schedule Planner

### Virgin Australia goals

1. Capitalise on growth business opportunities
2. Drive yield enhancement
3. Business cost efficiency program
4. Optimising the balance sheet
5. Set a new standard in customer experience
6. Develop our people to their full potential

Level	2	Location	BNE HEAD OFFICE
Department	SCHEDULE PLANNING	Division	NETWORK MANAGEMENT
Group	NETWORK, REVENUE MANAGEMENT & ALLIANCES	Direct Reports	N/A
Reports to	Manager Schedule Planning	Manager once removed (MOR)	Head of Network Management
Role Scope	N/A	Created / Updated	28/11/18

### Role purpose

To lead the development and delivery of domestic and international schedules in consultation/negotiation with a variety of commercial and operational stakeholders. Optimise monthly and short-term schedules identifying network opportunities, connections, resolving operational constraints, meeting the predicted OTP target and deliver schedules to internal and external customers accurately and on time. To maintain effective relationships with stakeholders and support, mentor and develop junior team members.

### Accountabilities and Key Metrics

Accountabilities	Major Activities	Key metrics
1. Financial	<ul style="list-style-type: none"> <li>• Lead the development of seasonal/monthly schedules ensuring they are optimised and published into the reservation system/GDS and other internal company systems</li> <li>• Circulate scheduling options to various stakeholders and provide expert advice to gain resolution on preferred schedule to be implemented.</li> <li>• Develop different scheduling scenarios as required, including budgets and reforecasts as directed by the Manager Schedule Planning</li> <li>• Liaise closely with Network Planning in designing the schedule ensuring IATA timelines are met throughout the development process</li> <li>• Be the subject matter expert on SABRE Slot Manager and/or Schedule Manager</li> <li>• Recommend and implement tactical changes to actively optimise the monthly schedule through evaluating capacity, timings, connections (VA metal and partner airlines), and resolve operational</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of schedules within timeframe specified, maximising commercial desires within operational limitations with 100% accuracy</li> <li>• Optimised schedule published on or before the due date of Roster Publication</li> <li>• Maintain Airlines Slot portfolio</li> </ul>

Accountabilities	Major Activities	Key metrics
	<p>problems while meeting the commercial needs of the business.</p> <ul style="list-style-type: none"> <li>• Develop schedule recommendations to resolve short term capacity limitations or needs including charter requests</li> <li>• Ensure requested changes from key clients e.g. the AFL and V8 Supercars are implemented and maintained</li> <li>• Determine/provide possible slot swap solutions to release slots for additional peak services as required</li> <li>• Meet predetermined deadlines for the delivery of detailed schedule data to internal and external customers ensuring accuracy of the information leaving the department</li> <li>• Monitor utilisation of Slot portfolio highlighting any at risk slots</li> </ul>	
2. Customer	<ul style="list-style-type: none"> <li>• Maintain and build effective relationships with key stakeholders</li> <li>• Distribute key reports for stakeholder review and feedback, communicate changes and act as a specialist advisor on scheduling related matters</li> <li>• Develop and deliver presentations for stakeholder consultative meetings</li> <li>• Attendance and contribution at key internal forums</li> </ul>	<ul style="list-style-type: none"> <li>• Active collaboration with key stakeholders</li> <li>• Positive feedback from stakeholders on communications to the satisfaction of the Manager Schedule Planning</li> <li>• Attendance and contribution at Network Development Forums and other business Forums as required</li> <li>• Accurate and timely implementation of suitable option in consultation/collaboration with key stakeholders</li> </ul>
3. Operational	<ul style="list-style-type: none"> <li>• Collaborate with key operational stakeholders assessing any implications from feedback received on proposed plans               <ul style="list-style-type: none"> <li>○ Ensure all operational constraints are considered with critical limitations removed from the schedule</li> </ul> </li> <li>• Provide timely and quality advice to assist the business to arrive at a mutually agreeable position on schedule constraints</li> <li>• Apply for and manage seasonal/long-term and/or ad-hoc slots at specified airports</li> <li>• Ensure fleet numbers are allocated correctly for required flying programme including allocation of operational spare and Engineering spares:               <ul style="list-style-type: none"> <li>○ Effectively integrate the operational spare to meet predicted OTP target</li> <li>○ Ensure all planned maintenance requirements</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Maintain up-to-date processes documentation</li> <li>• Maintain or better predicted OTP performance</li> <li>• Maintain or improve the number of turn times greater than 35 minutes on the 737 fleet</li> <li>• All planned maintenance acquitted</li> <li>• Negotiate offers made by slot coordinator to achieve optimal schedule solution</li> </ul>

Accountabilities	Major Activities	Key metrics
	<ul style="list-style-type: none"> <li>are acquitted over the Roster Period and renegotiate timelines where/if required</li> <li>Continually develop and recommend enhancements in processes to improve/streamline work practices</li> <li>Leverage best practices from partner airlines and consider options on how to implement their processes where appropriate</li> <li>Representation at Slot Conferences where required to secure seasonal slots</li> </ul>	
4. People	<ul style="list-style-type: none"> <li>Mentor and coach Schedule Coordinator(s)</li> <li>Foster a positive working atmosphere within the broader Scheduling team</li> <li>Maintain an elevated level of customer satisfaction through engagement &amp; collaboration</li> <li>Support Tiger Air &amp; VARA scheduling personnel in their processes and use of the SABRE AirVision suite of software</li> </ul>	<ul style="list-style-type: none"> <li>Improved performance rating of Schedule Coordinator(s)</li> <li>Engaged, motivated, and high performing Coordinator(s) with a high level of staff retention.</li> <li>Positive feedback from customers</li> </ul>
5. Safety	<ul style="list-style-type: none"> <li>Demonstrate a commitment to safety through fostering and maintaining a safe workplace for all</li> <li>Championing the Virgin Australia Group Safety Management System to all employees</li> <li>Actively supporting the Virgin Australia Group Safety Culture and safety reporting processes</li> </ul>	<ul style="list-style-type: none"> <li>Completion of mandatory safety training courses within set timeframe and achieve required pass mark</li> <li>Zero LTI's</li> </ul>

## Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
<ul style="list-style-type: none"> <li>Department processes</li> <li>Schedule/operational opportunity identification</li> </ul>	<ul style="list-style-type: none"> <li>Schedule changes both structural and tactical to Manager</li> <li>Timely and quality advice to the business based on sound data analysis</li> </ul>

## Expertise

	Must have	Great to have
Knowledge/ Qualifications	<ul style="list-style-type: none"> <li>Airline commercial/operational Experience</li> <li>Tertiary qualification in Business (or equivalent) and/or significant relative work experience</li> </ul>	<ul style="list-style-type: none"> <li>Broad experience of airline business</li> <li>Diploma of Aviation Management</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Advanced Microsoft Office skills –Microsoft Excel to process complex data analytics and develop relevant dashboards for</li> </ul>	<ul style="list-style-type: none"> <li>SABRE Schedule Manager</li> <li>SABRE Slot Manager</li> <li>Visual Basic experience</li> </ul>

	<b>Must have</b>	<b>Great to have</b>
	<ul style="list-style-type: none"> <li>stakeholder use</li> <li>• Analytical skills with attention to detail</li> <li>• Presentation/PowerPoint skills</li> <li>• Strong written and verbal communication skills</li> <li>• Works well under pressure</li> <li>• Works well in a team environment</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Sharepoint</li> <li>• Microsoft Teams</li> <li>• Leadership experience</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum 3 years Airline Schedule Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue Management, Resource Planning or Network Operations Control experience</li> <li>• Leadership/mentoring skills</li> </ul>

## Key interactions

Internal	Revenue Management, Sales, Aircrew Resource Planning, Maintenance Planning, Network Operations, Ground Operations Resource Planning, Network Planning, Schedule Change Control Team, Finance, Catering, Airport Planning, Government Relations, Marketing, Public Relations, VARA, Cargo, Head of Network Management, Reporting and Analytics, Tiger Network Management & Schedule Planning
External	Airport Co-ordination Australia, Airport Co-ordination Limited, other slot coordinators as required