



Position Snapshot

Position Title:	Crew Controller
Division / Department:	Integrated Operations Centre / Crew Tracking
Location:	Head Office
Reports to:	Leader, Crew Tracking Team Performance
Direct reports:	0
Level:	1C
Award:	Airline Operations Ground Staff Award 2020
Classification:	Clerical administrative and support / Level 4
Date:	January 2023
VA Competency Standards:	Competency Framework

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The Crew Tracking department is responsible for the coordination of published rosters for Flight and Cabin Crew across all relevant Virgin Australia operations (this could include regional, domestic, short and long-haul international operations at any given time). They ensure each Virgin Australia flight has correct crew complement and complies with regulatory, industrial and company requirements. Crew Tracking is responsible for proactive assessment of available resources during

disruption and implementation of cost effective, legal recovery plans in accordance with any regulatory and company policies.

In this role, you will be part of the Crew Tracking team that operates on a 24/7 basis with 12-hour shifts (day shifts, night shifts and mid shifts) on a rotating roster.

The position is based in Brisbane Head Office and, you will work closely with the Manager Crew Tracking and Leader, Crew Tracking Team Performance.

As a Crew Controller you hold such responsibilities including but not limited to:

- Ensuring all flights are correctly resourced in a compliant manner before take-off
- Proactively assessing available resources during disruption and implementation of cost effective, legal recovery plans in accordance with any regulatory and company policies
Complete safety reviews as required
- Assessing cost versus on time performance and customer benefit within all crew recovery solutions.
- Attending to peripheral process to satisfy regulatory requirements around international operations
- Providing input to and supportive of process improvement initiatives
- Working within a team environment with a no-blame safety culture; a just culture
- Communicating with other operational teams within the Integrated Operations Centre and solving complex problems to achieve customer centric solutions

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years and has always been known for its wonderful people who do their jobs with signature Virgin Flair.

Under new ownership since November 2020, and led by an Executive Leadership Team who all have proven track records and deep experience in aviation or consumer-focused businesses, Virgin Australia has transformed as a business. The company's 737 fleet has gone from 58 aircraft to 88 aircraft, it has introduced a simplified fare structure focused on providing value to customers, announced a commitment to a target of net zero emissions by 2050, invested in the re-start of short haul international travel for the airline, refreshed the lounge product, and delivered step change investments in technology.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

Virgin Australia has won many awards over the years including Best Cabin Crew, Best Domestic Airline and Best Economy Class. Velocity Frequent Flyer has also scooped a wealth of prestigious gongs including the Freddie Awards Best Program of the Year and Best Redemption Ability for Asia/Middle East and Oceania.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Complete mandatory training applicable to the role (including but not limited to Safety, Security, Resilience, and Health and Wellbeing) - Participate in the Safety Management System and SeMS by identifying and reporting hazards to the operation - Be aware of personal safety matters including the emergency procedures relevant to role location - Adhere to all documented operating policies, procedures and manuals - Actively participate in Better Me initiatives - Actively participate in the Groups emergency response and business resilience program (including exercises and procedural rehearsals) - Participate in consultation of WHS matters as related to your working environment - Challenge unsafe behaviours in others - Abide by the lawful directions of security personnel and law enforcement officers.
Customer	<ul style="list-style-type: none"> - Identify who your customers are (internal and external to Virgin Australia if applicable) and ensure the delivery of consistent quality service to those customers - Support a service-focussed, customer centric organisational culture within the Integrated Operations Centre (IOC) - Timely liaison with IOC departments regarding operational matters, focusing on the best customer outcomes - Ensure communications (written or verbal) to relevant stakeholders associated with the department's activities are professional, concise and objective - Ensure all stakeholders are advised of any irregular operations as soon as possible following the required Standard Operating Procedure (SOP)
People	<ul style="list-style-type: none"> - Effective teamwork displayed - Collaborate with fellow team members to deliver quality outcomes - Polite, courteous and respectful towards all team members - Ensure personal adherence to the Code of Conduct and behavioural policies and actively encourage the same in peers
Operational (General)	<ul style="list-style-type: none"> - Consistent engagement of Network Integrity and Customer Recovery as required - Completion of all shift-specific duties in an accurate and timely manner - Comprehensive handover to on-coming shift - Where necessary, being proactive and initiating action to resolve or improve operations
Operational (OTP)	<ul style="list-style-type: none"> - Identify opportunities to improve the on-time delivery of departmental activities, particularly those which will benefit on-time performance for the customer - Strive to achieve high day of operations On Time Performance outcomes - Collaboration on solutions to minimise the impact of connection related cancellations
Operational (Customer)	<ul style="list-style-type: none"> - Implementation of timely plans that consider best Customer outcome - Ensure impact to VA traveling guests (both safety and journey impact) is front of mind when determining best solutions to operational disruption
Operational (Financial)	<ul style="list-style-type: none"> - Assess cost versus on time performance and customer benefit within all crew recovery solutions - Ensure drafting efficiency targets are considered when drafting crew

Accountability	Major Activities
Operational (Crew Resource Management)	<ul style="list-style-type: none"> - Active participation in solving complex operational problems - Deliver outcomes as agreed between peer Crew Trackers in each discipline, Duty Manager, Network Controllers, etc in a timely manner - Proactive Crew Recovery, in line with EA and other regulatory considerations, for issues such as Crew Connections, Crew Training, Duty and Rest Issues - Consideration of all impacted parts of business and external parties - Work effectively and collaboratively under extreme pressure with conflicting and time critical priorities
Operational (Compliance)	<ul style="list-style-type: none"> - Ensure compliance with applicable industry, company and regulatory requirements - Procedures, policies and manuals are followed and adhered to - Utilising support team members, where available and appropriate, to assist with operational compliance in times of heightened workload - Consistent actioning of respective shift tasks - Adhere to all CASA and New Zealand Civil Aviation Authority (NZCAA) safety regulations - Adhere with all Virgin Group Crew Enterprise Bargaining Agreements
Continuous Improvement	<ul style="list-style-type: none"> - Identify opportunities to improve efficiency and quality of processes in the department, including documented SOPs - Engage with the Specialist team in evaluating usability and effectiveness of SOPs, new and updated - Engage with the Leader, Team Performance where applicable and appropriate to remain up to date on internal changes and expectations
General	<ul style="list-style-type: none"> - Manage agreed portfolios of additional responsibility that are designed to enhance and improve the overall department effectiveness

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications		<ul style="list-style-type: none"> - Tertiary qualification in a business discipline or airline operations management. - Industry related qualifications.
Experience	<ul style="list-style-type: none"> - Proven ability to develop relationships with a range of internal and external stakeholders. - Exposure to a multi-disciplinary team environment. - Experience working in a high-pressure operational environment. 	<ul style="list-style-type: none"> - Previous experience in a Crew Control or similar operational department - Experience working within aviation

Requirement	Essential	Desirable
Skills	<ul style="list-style-type: none"> - Proficient in the Microsoft Office suite. - Exceptional communication skills. - Teamwork and cooperation skills. - Ability to work autonomously and make key decisions without prejudice or favour - Excellent problem solving and organisational skills - Ability to use several software packages relevant to performing the role, in particular Crew Management or Rostering Systems - Ability to succinctly present information in an open forum. - Ability to make decisions based on the best operational outcome with the information you have available to you 	<ul style="list-style-type: none"> - Ability to understand complex and dynamic operational problems.
Knowledge	<ul style="list-style-type: none"> - Demonstrated understanding of airline or similar logistical operations. 	<ul style="list-style-type: none"> - Understanding of Crew Management Systems - Knowledge of applicable industrial, company and regulatory requirements