



Position Snapshot

Position Title:	Training Planner
Division / Department:	VARA Flight Operations / VARA Flight Operations Support
Location:	PER
Reports to:	Manager, Business Systems
Direct reports:	0
Level:	1B
Award:	Airline Operations Ground Staff Award 2020
Classification:	Clerical administrative and support / Level 4
Date:	November 2021

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 objective of the Training Planner role is to be responsible for the planning and recovery of Flight and Cabin Crew training events, re-planning these disputed events into the live or future roster, Coordination and planning of all aspects of crew initial and recurrent training, formulation of crew rosters, preparing strategic and tactical training plans, updating of crew expiry dates and information within the Geneva crewing system. travel planning, dissemination of information, record keeping and administrative assistance.

This role is required to work collaboratively with the Training, Crewing and Crew Records functions, and is also responsible for the conduct of general administration duties within Flight Operations.

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.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

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.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> – Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing) – Participate in the SMS 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 procedures – Actively participate in Safety Shares – Actively participate in Better Me initiatives – Actively participate in the Groups emergency response program – 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. – Actively participate in the Group’s Resilience program.
Crew Training / Recovery & Compliance	<ul style="list-style-type: none"> – Ensure that the training portion of Flight and Cabin Crew rosters are formulated to produce crew resource efficiency and comply with Company policy regarding CAO 48 compliance: Training Organisation requirements, fatigue management and EBA compliance, – Communicate with the Training and Crewing functions daily to understand progress of training programs and identify any training events that require rescheduling,
Rostering & Planning	<ul style="list-style-type: none"> – Roster training organisation requirements in accordance with the documented training handover process as detailed in the Internal Procedures Manual – Optimise rosters to ensure a balance of bid satisfaction, fairness, productivity targets, cost control, fatigue management and operational robustness. – Conduct regular analysis of resource allocation levels to ensure an even disbursement of crew resources to cover operational commitments – Publish rosters within assigned timeframes – Identify risk factors within the rostering process and communicate proposals to the Manager, Business Systems that have the potential to mitigate CAO or EBA breaches, – Conduct the planning and booking of simulator training to ensure no crew out of service events, no missed simulator events and no regulatory breaches,

Accountability	Major Activities
Crew Records Management & Maintenance	<ul style="list-style-type: none"> - Record all crew initial, annual check and training requirements to ensure appropriate qualification prior to line duties - Update systems with changes to crew status and details (e.g. New, full time/part time, promotions, transfers, resignations, terminations, name change)
Quality Control & Continuous Improvement	<ul style="list-style-type: none"> - All documentation, checklists and procedures are up to date - All tasks are performed in accordance with departmental checklists and procedures. - Maintenance of directory structure and files on network and within applications - Identify process improvements and make recommendations for implementation. - Contribute concepts for consideration in Industrial and company policy - Comply with safety in the workplace
Liaison and communication	<ul style="list-style-type: none"> - Crew Management are kept informed regarding all aspects of Training & Rostering, and the roster build process - Provide advice including recommendations & alternatives on training & rostering issues. - Participate in meetings relating to crew resources

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> – Year 12 senior certificate or equivalent. 	<ul style="list-style-type: none"> – A training or administration related qualification
Experience	<ul style="list-style-type: none"> – Under 2 years technical experience. 	<ul style="list-style-type: none"> – Under 2 years technical experience.
Skills	<ul style="list-style-type: none"> – Strong administrative skills across the MS Office suite – Excellent communication skills – Excellent interpersonal skills – Ability to gather information from a variety of sources, comprehend, analyse & collate the information 	<ul style="list-style-type: none"> – An ability to work & make good decisions unsupervised
Knowledge	<ul style="list-style-type: none"> – Strong understanding of safety, FRMS, quality and training processes – Advanced Computer Skills in Microsoft suite of applications 	<ul style="list-style-type: none"> – Knowledge of aircrew and ground crew industrial agreements – Working knowledge of training planning

Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> - Displays a passion for delighting both internal and external customers - Seeks to understand customer needs by actively listening to their thoughts and concerns - Embraces diversity and is responsive to different experiences, perspectives, values and beliefs - Is curious and continuously looks for ways to learn and improve - Knows, understands and follows standard operating procedures - Is authentic and honest, can admit to making mistakes
Desire to be Better	<ul style="list-style-type: none"> - Strives to improve experiences for internal and external customers - Has a curious mind towards identifying opportunities and finding ways to be better - Demonstrates a high level of personal motivation to learn and develop - Resourceful and creative with coming up with solutions - Identifies and contributes ideas for improvement - Identifies, addresses and reports safety hazards
Collaborates	<ul style="list-style-type: none"> - Displays passion for sharing knowledge and ideas - Voices opinions and new ideas freely - Respects differences and seeks to understand diverse perspectives - Works constructively in and across teams, viewing every interaction as an opportunity to collaborate - Is curious and open-minded to new ideas, perspectives and approaches - Clarifies own understanding and embraces alternate view - Challenges behaviours that compromise safety
Inspires Team	<ul style="list-style-type: none"> - Participates in 2-way conversations, listening and discussing issues thoughtfully and openly - Understands and value the skills, knowledge and experiences that others bring - Engages with others, clearly conveying information and facts - Actively seeks to provide suggestions on how to be a better team - Informs team about work and progress - Understands personal obligations with respect to following standard operating procedures
Creates Future	<ul style="list-style-type: none"> - Welcomes change and remains positive in the face of ambiguity - Seeks information to understand change and impacts - Demonstrates a change mindset, flexibility and openness - Understands the need for VA Group to be innovative and drive business improvement - Seeks to understand Virgin Australia's strategy and how they can contribute - Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes
Drives Results	<ul style="list-style-type: none"> - Plans work to deliver within expected timeframes - Shows energy, enthusiasm and initiative for achieving own goals - Follows through on commitments to both internal and external customers - Seeks guidance and support to address obstacles and achieve set goals - Integrates feedback and takes responsibility for achieving own goals - Delivers outcomes within standards operating procedures.