



## Position Snapshot

Position title	Team Leader Crew Roster Planning (Flight or Cabin crew)
Business/ Division/ Department	Operations / Network Operations / Crew Planning Services
Location	Brisbane Head Office
Reports to	Leader Crew Roster Planning
Direct reports	7

## Organisational Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award-winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result, every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

## Values



## Overall Impact Statement

Crew Planning Services is responsible for the short, medium and long-term planning for Flight and Cabin Crew for our regional, domestic, short and long haul international operations. Crew Planning Services are responsible for the provision, advice and delivery of aircrew rosters and to support the coordination and planning of crew training requirements. The department comprises a dedicated team of analysts, crew trainers and crew planners responsible for taking the long-term business strategy and translating this into workable crew requirements producing the on-time production of legal and efficient aircrew rosters that predictably deliver against safety, guest, cost and OTP KRAs.

In your role as a Team Leader you will be responsible for leading, coaching and developing the Crew Roster Planning team to the coordination of all aspects of flight crew and/or cabin crew roster production whilst balancing crew satisfaction, fairness, productivity targets and operational robustness. You will also be responsible for ensuring all regulatory and industrial changes are implemented into the roster production cycle. Ongoing liaison and relationship management with Flight and Cabin Crew management and Network Operations management is essential.

## Key Accountabilities

### Leadership

- Supervision and development of team members
- Proven ability to motivate and inspire team members through direct leadership
- Where necessary, being proactive and initiating action to resolve or improve operations
- Ensure the team is supported with appropriate tools, systems and resources to effectively deliver best performance
- Ensure team members are appropriately trained and maintain technical knowledge
- Ensure compliance with all internal training and communication platforms (V Learn/RPAN/RPON)
- Ensure adherence to all required policies including KOWF, EEO and disputes resolution
- Actively promote an inclusive, consultative workplace
- Identify problems and provide solutions for the betterment of Network Operations Group
- Provide input to and support for departmental strategy
- Actively demonstrate a fair, honest, open and consistent approach to team leadership
- Recognise and reward positive performances (both team and individual)
- Create an environment of innovation and enthusiasm
- Ensure team members actively use annual leave to re-energise and maintain an appropriate work-life balance
- Maintain collaborative working relationships with Flight Crew and/or Cabin Crew management
- Clear communication and promotion of operational and business-related information with the team
- Identify potential process improvements and make recommendations for their implementation
- Develop and maintain collaborative working relationships with Flight and Cabin Crew management, Training and Standards, Finance, Network Operations, Network Planning and other key customers and stakeholders as required

### Team Development

- Ensure departmental scorecard is translated into individual scorecards for team members
- Ensure direct reports understand performance and achievement expectations
- Provide regular feedback and coaching that recognises success and focuses on development opportunities
- Understand and support team members' personal goals and values
- Provide pathways to build team member capability (technical and behavioural), including training plans and mentoring
- Conduct regular 'one on one' feedback sessions with team members

### Aircrew Rostering

- Prepare and plan roster pre-assignments including, but not limited to, training, ad-hoc leave, non-operational duties and other requests
- Liaise with internal stakeholders on requirements for the roster period (e.g. discuss impacts of requests)
- Prepare standby blocks in accordance with planned levels and operational coverage requirements
- Regular communication with tactical operations and crew control on reserve timing and placement
- Establish roster requirements (e.g. target productivity, peak demand periods)
- Resolve all data import/export file issues prior to commencement of the roster process  
Optimise rosters to ensure a balance of bid satisfaction, fairness, productivity targets, cost control, fatigue management and operational robustness
- Manually manipulate rosters and training to ensure full roster coverage, as required
- Conduct regular analysis of resource allocation levels to ensure an even disbursement of crew resources to cover operational commitments

- Update systems with changes to crew status and details (e.g. new, full time/part time, promotions, transfers, resignations, terminations, name change, address etc.)
- Liaise with Flight Operations management, Cabin Crew management and Airline Operations teams prior to roster publication to ensure reserve is best placed to meet demand
- Ensure all industrial and regulatory requirements have been adhered to by way of legality checks
- Manage the regular roster production cycle and allocation of tasks within team to uphold compliance and meet company deadlines
- Monitor roster production progress and attend to matters requiring attention
- Ensure all roster compliance quality targets and KPIs are met
- Publication of rosters within assigned timeframes

### **Aircrew Leave Planning**

- Allocate crew leave requests within specified timeframes
- Generate and manage the leave process to ensure all eligible crew can submit leave requests
- Review and process all ad-hoc leave requests with the view of maintaining adequate resource levels across the network
- Review all ad-hoc leave requests and process as required
- Perform all tasks within the boundaries outlined in the departmental checklists and procedures
- Provide feedback to the training planners on training placement and the analytics team on reserve, pairings and resource coverage for input into the forward plan

### **Quality Control and Continuous Improvement**

- All checklists and procedures are carried out and adhered to always
- Update checklists and procedures with any changes required and conduct regular reviews of procedures to ensure they are relevant and accurate
- Maintenance and development of internal process and procedures
- Perform all tasks within the boundaries outlined in the departmental checklists and procedures
- Ensure maintenance of directory structure and files on network and within applications
- Identify potential process improvements and make recommendations for their implementation
- Contribute concepts for consideration in Industrial and company policy

### **Compliance**

- Ensure regulatory and industrial requirements are understood and adhered to (across all EBAs and AOCs)
- Ensure staff understand and comply with company policies
- Ensure crew records are in accordance with CASA and company regulations
- Ensure all documentation, checklists and procedures are up to date
- Participate in external and internal audits as required ensuring all findings, observations and risks are addressed
- All tasks are performed within the boundaries outlined in the departmental checklists and procedures

## Key Requirements

Essential	Desirable
<ul style="list-style-type: none"><li>• Highly developed planning and problem-solving skills</li><li>• Experience in understanding of resource planning processes, theories and methodologies</li><li>• Demonstrated ability to interpret and understand industrial agreements and CASA Regulations</li><li>• Knowledge of aircrew resource management systems (Sabre aircrews, Geneva) and optimisation systems (Kronos Altitude Pairing &amp; PBS)</li><li>• Demonstrated experience in a leadership role with the ability to coach and lead team members</li><li>• Structured and disciplined approach to work</li><li>• Experience managing supplier contracts and compliance related activities</li><li>• Highly developed written and verbal communication skills</li><li>• Proven ability to develop and maintain collaborative relationships with a range of stakeholders</li><li>• Ability to prioritise changing workloads and deliver results within tight timeframes</li><li>• Intermediate computer skills including Microsoft Office skills (Word, Excel, PowerPoint, Outlook)</li></ul>	<ul style="list-style-type: none"><li>• Relevant tertiary qualification or equivalent experience</li><li>• Knowledge of relevant aviation regulations</li><li>• Knowledge of aircrew industrial agreements</li><li>• Experience in SharePoint</li><li>• Proven leadership experience of 3 years or greater</li><li>• Airline industry operations experience and/or planning experience</li></ul>

## Role Competency Requirements

Delight Customers	<ul style="list-style-type: none"> <li>• Empowers and coaches others to provide extraordinary experiences for both internal and external customers</li> <li>• Prioritises the customer in the delivery of the operating model to differentiate in the market</li> <li>• Leads initiatives that challenge the status quo and continuously refresh and invigorate customer service and outcomes</li> <li>• Promotes the development of ground-breaking approaches to drive exceptional customer service</li> <li>• Empowers others in changing the way of working with customers through digitally enabled processes and platforms</li> </ul>
Communicate & Engage	<ul style="list-style-type: none"> <li>• Manages communications, enabling interactive discussion and compromise</li> <li>• Negotiates operational and tactical outcomes</li> <li>• Influences direction and purpose, communicating strategic and critical concepts to create buy-in</li> <li>• Demonstrates a concerted effort to inspire team members to achieve outcomes</li> <li>• Facilitates accessible, agile communication across Group in line with evolving stakeholder preferences</li> </ul>
Connect & Partner	<ul style="list-style-type: none"> <li>• Empowers others to build trusting and cooperative partnerships, and facilitates relationships across the Group and with external partners</li> <li>• Enables connections, identifying and removing obstacles</li> <li>• Shares learnings and drives collaboration and joint problem solving</li> <li>• Identifies and facilitates connections that add value</li> </ul>
Embrace Change	<ul style="list-style-type: none"> <li>• Inspires others to embrace change, creating buy-in and support</li> <li>• Builds resilience and facilitates open and constructive dialogue regarding change</li> <li>• Empowers and equips others to drive change</li> <li>• Anticipates long-term flow-on effects of change for Group's employees, partners, customers and stakeholders</li> </ul>
Innovate & Improve	<ul style="list-style-type: none"> <li>• Analyses and significantly improves existing products, systems and processes</li> <li>• Overcomes complex problems, integrating multiple sources of information</li> <li>• Drives a culture of innovation, breaking the fear of failure</li> <li>• Leverages break through thinking to find innovative ways that add value</li> <li>• Advocates for the use of digitally enabled analytics and insights in decision making</li> </ul>
Diversity of Thinking	<ul style="list-style-type: none"> <li>• Builds bonds between people to foster empathy and understanding of different perspectives that stimulate creative thought and action</li> <li>• Taps into individual differences and working styles to improve business processes and outcomes</li> <li>• Identifies and overcomes the barriers to diverse thinking, strengthening Group's ability to meet diverse and changing customer needs</li> </ul>
Strategy & Direction	<ul style="list-style-type: none"> <li>• Delivers outcomes within standards and guidelines</li> <li>• Understands Group's purpose and strategy and aligns own work</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions</li> </ul>

Drive Business Outcomes	<ul style="list-style-type: none"><li>• Understands the interdependence of Group goals, considering wider operational context and eliminates obstacles</li><li>• Plans own work and that of others to demonstrate accountability towards the achievement of extraordinary outcomes</li><li>• Evaluates progress and re-prioritises work regularly based on changing needs</li><li>• Establishes systems and procedures to guide work and track progress</li></ul>
Motivate others & Self	<ul style="list-style-type: none"><li>• Inspires and motivates others to realise their potential and achieve performance outcomes through others</li><li>• Provides clear direction and purpose, ensuring that employees/teams understand and are held accountable for outcomes</li><li>• Empowers and trusts others to perform and produce results, encouraging participation in decisions</li></ul>