



## Position Snapshot

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|--------------------------------|--|
| Position title                 | Crew Planning Analyst                                    |
| Business/ Division/ Department | Operations / Network Operations / Crew Planning Services |
| Location                       | Brisbane Head Office                                     |
| Reports to                     | Leader Crew Analytics                                    |
| Direct reports                 | NIL  |

## 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. Resource Planners 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 planners and trainers 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.

The roster production build requires you to produce legal, safe and cost-efficient crew availability and utilisation solutions in accordance with prescribed deadlines, whilst maximising crew productivity and operational robustness. You will be required to forecast crew manpower requirements for either; short term or long-term plans, as well as modelling various rule changes and provide evaluations of costs associated to future changes.

You will work closely with multiple areas of the business and are integral in maintaining the delicate balance of resources required across the airline groups to effectively and efficiently operate the flight schedule, leave planning, recruitment, budget and reporting.

## Key Accountabilities

### Analysis

- Conduct detailed analysis of Pairing Solutions to monitor costs, utilisation, lifestyle issues and fatigue management
- Conduct analysis of trends that impact resource requirements and provide potential solutions
- Compare pre and post roster publications alongside completed rosters. Identify trends and implement changes to meet the operational requirement
- Initiation of 'what if' and 'test' solutions to provide tangible alternatives to manage and/or improve crew availability, cost reduction and solution quality
- Utilise the KRONOS Pairings and PBS Roster Optimiser to conduct analysis of Pairings Solutions to monitor roster-ability, costs, utilisation, lifestyle issues and fatigue management to support recommendations for change
- Interpret complex data and provide information in the appropriate manner for the key stakeholders to drive decisions
- Adopt a creative and analytical approach to manage analysis and reporting requirements including comprehensive recommendations to support proposed fleet changes, crew basing strategies, schedule and market changes
- Identify areas of improvement, making recommendations for process improvement, improved crew utilisation and new workforce management strategies
- Review and streamline reports and processes on a regular basis including increased automation

### Reporting

- Provision of accurate and concise periodic reports that focus on costs, crew productivity, crew availability and coverage, and agreed requirements
- Produce departmental reports and ad-hoc stakeholder reports within short timeframes
- Produce in-depth reports on 'What-if' scenarios and make recommendations based on detailed analysis to aid evaluation against desired outcomes
- Automate reports using Power BI and Visual Basic for Applications

### Forward Planning

- Develop, modify and maintain accurate resource plans and budget models for short, medium and long term (2-3 years in advance)
- Prepare detailed analysis to support annual and quarterly reforecast budget cycle
- Flexibility to create new resource plans based on business behaviour and changes
- Provide periodic training forecasts (2-3 year in advance) to Key Stakeholders to ensure adequate training and equipment resources are available
- Raise all crew related recruitment requests with stakeholders, ensuring an optimal level of crew numbers and qualifications are maintained
- Development of training plans that meet business requirements, whilst ensuring adequate recruitment lead times are provided

### Pairing Production

- Production of complete crew solutions for all crew groups within deadlines, observing company targets for productivity and cost control whilst balancing requirements for operational robustness and crew engagement
- Provision of accurate and concise reports detailing costs, productivity, coverage and key attributes of solutions, influencing stakeholder decisions with justified recommendations
- Conduct schedule change evaluation and provide feedback to Commercial on schedule changes
- Ensuring pairing production is compliant with multiple Enterprise Bargaining Agreements (EBA) and Airline Operating Certificates (AOCs)

- Participate in monthly review of pairings with Fatigue team and operational crew, reviewing fatigue related feedback and recommending changes that mitigate fatigue risk whilst supporting crew productivity and operational robustness

### **Communication**

- Monitor and review feedback from all Key Stakeholders providing accurate responses within a reasonable timeframe
- Proactively consult and communicate with internal and external departments to meet departmental objectives
- Actively participate in regular meetings in an advisory capacity to Key Stakeholders
- Communicate effectively with crew planners (Rostering and Training), Network Planning, Tactical Operations and Disruption Services, in regard to scheduling and rostering constraints, training pairings, leave slot analysis, recruitment and training, and crew recovery options

### **IT Systems**

- Conduct user acceptance testing (UAT) of new systems and system modifications ensuring system testing and feedback provided is within agreed timeframes
- Identify and prioritise report faults and actively monitor and follow through to resolution
- Identify and review system requirements and make recommendations on system improvements

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

- Ensure all documentation, checklists and procedures are up to date
- 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

## Key Requirements

| Essential   | Desirable  |
|---|--|
| <ul style="list-style-type: none"><li>• Highly developed intermediate level Microsoft Office skills (Word, PowerPoint, Outlook) including advanced Excel</li><li>• Excellent communication skills, both written and oral</li><li>• Demonstrated planning and problem-solving skills</li><li>• Experience in understanding of resource planning processes, theories and methodologies</li><li>• Experience in cost impact analysis</li><li>• Demonstrated analytical experience</li><li>• Excellent organisational skills</li><li>• Ability to influence people and make decisions</li><li>• Experience in preparation of operational budgets</li><li>• Experience in forecasting and forward planning</li><li>• Experience using statistical analysis tools</li><li>• Experience in analysing pre and post roster production activities</li></ul> | <ul style="list-style-type: none"><li>• Relevant Tertiary Qualifications (Mathematics degree)</li><li>• Understanding of aircrew resource planning processes, theories and methodologies</li><li>• Knowledge of aircrew resource management systems (Sabre AirCrews) and optimisation systems (Kronos Altitude Pairing &amp; PBS)</li><li>• Airline industry operations and/or planning experience</li><li>• Knowledge of Visual Basic and SharePoint Applications</li></ul> |

## Role Competency Requirements

|                       |  |
|-----------------------|--|
| Delight Customers     | <ul style="list-style-type: none"> <li>• Anticipates solutions that support extraordinary customer experiences</li> <li>• Identifies and addresses the underlying needs of customers (internal and external)</li> <li>• Strips barriers and overcomes obstacles to ensure delivery of results for customers (internal and external)</li> <li>• Identifies customer service trends and contributes to the designs of creative solutions</li> <li>• Seeks ways to leverage digital transformation initiatives to improve the way of working and customer interactions</li> </ul> |
| Communicate & Engage  | <ul style="list-style-type: none"> <li>• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</li> <li>• Builds rapport and proactively strengthens connections with others</li> <li>• Tailors messages for maximum impact</li> <li>• Leverages different mediums to present information and ideas</li> </ul>   |
| Connect & Partner     | <ul style="list-style-type: none"> <li>• Builds trusting, cooperative partnerships, supporting others in challenging situations</li> <li>• Embraces collaboration and connection beyond organisation boundaries</li> <li>• Actively seeks opportunities to partner with others to achieve extraordinary outcomes</li> <li>• Checks and aligns own work with team goals</li> </ul>  |
| Embrace Change        | <ul style="list-style-type: none"> <li>• Demonstrates hunger for change, is comfortable with being uncomfortable</li> <li>• Engages with others and demonstrates empathy and caring in the face of change</li> <li>• Prepares for change, seeking opportunities to contribute to change initiatives</li> <li>• Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response</li> </ul>  |
| Innovate & Improve    | <ul style="list-style-type: none"> <li>• Seeks ways to continuously improve and empowers others to challenge the status quo</li> <li>• Thinks laterally and finds ways to achieve extraordinary outcomes</li> <li>• Monitors trends and ideas and shares insights to add value</li> <li>• Pushes barriers, displaying persistence, even in the face of failure</li> <li>• Leverages data analytics through digital platforms to generate insights on customer experience, business performance and risks</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>• Sets inspiring goals for self and others that contribute to the achievement of Group's strategy</li> <li>• Understands the Group's objectives and the links between teams, functions, businesses and sector</li> <li>• Applies knowledge and analysis of issues and trends to formulate and achieve plans</li> <li>• Considers the risks and consequences of issues in the mid-term and the longer-term impact across teams/work areas</li> </ul>   |

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|-------------------------|---|
| 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>• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</li><li>• Promotes and encourages excellence, growth and autonomy in self and others</li><li>• Applies learning from previous experiences to improve future approaches and solutions</li></ul>  |