

Crew Controller

Virgin Australia's Purpose

Champions of Better

Values

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|-----------|------------------|
| 1. Spirit | 3. Collaboration |
| 2. Heart | 4. Imagination |

Role Summary

Role purpose

Crew Controllers are responsible for the coordination of published flight and cabin crew rosters, ensuring correct crew complement and compliance with regulatory, industrial and company requirements. Crew Controllers are 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.

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Safety	<ul style="list-style-type: none"> Compliance to all company policies and procedures relating to safety Any safety matters are raised through relevant reporting tools 	<ul style="list-style-type: none"> All Safety related Vlearn modules completed ontime Timely and correct assessments of threats and situations.
2. Customer	<ul style="list-style-type: none"> Identify who your customers are (internal and external to company, if applicable) and ensure the delivery of consistent quality service to those customers Actively work to support a service-focussed, customer centric organisational culture within the Operations Control Centre (OCC) Timely liaison with OCC departments regarding operational matters Oral communication to relevant stakeholders associated with the department's activities is professional, concise and objective Written correspondence is factual, un-emotive and timely Ensure all stakeholders are advised of any irregular operations as soon as possible following the required Standard Operating Procedure (SOP) 	<ul style="list-style-type: none"> Demonstration of behaviours aligned to Virgin Australia brand and expectations around service delivery evident Feedback from team members and the department's stakeholders indicating service levels achieved
3. People	<ul style="list-style-type: none"> Effective teamwork displayed Collaborate with fellow team members to 	<ul style="list-style-type: none"> Team member feedback including People Surveys, 360 degree feedback, etc

Accountability	Major activities	Key Metrics
	deliver quality outcomes <ul style="list-style-type: none"> Polite, courteous and respectful towards all team members 	<ul style="list-style-type: none"> Active participation in training, workshops and forums to enhance your development and the development of the team
4. Operational (General)	<ul style="list-style-type: none"> Consistent engagement of Operations Control and Customer Disruption Services 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 	<ul style="list-style-type: none"> One team culture promoted and assessed through feedback Operations and Customer Control feedback Accurate and timely completion of activities in accordance with SOPs within required timeframes
5. 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 OTP outcomes 	<ul style="list-style-type: none"> Department OTP targets are met Cancelled Flights targets are met
6. Operational (Customer)	<ul style="list-style-type: none"> Implementation of timely plans that considers best Customer outcome 	<ul style="list-style-type: none"> Department Customer Satisfaction targets are met
7. Operational (Financial)	<ul style="list-style-type: none"> Assess cost versus on time performance and customer benefit within all crew recovery solutions 	<ul style="list-style-type: none"> Department Operational Cost targets are met including Crew drafting
8. Operational (Crew Resource Management)	<ul style="list-style-type: none"> Active participation in solving complex operational problems Deliver outcomes as directed by Lead Crew Controller in a timely manner Proactive Crew Recovery for issues such as Crew Connections, Duty and Rest Issues Consideration of all impacted parts of business and external parties Work effectively under extreme pressure with conflicting priorities 	<ul style="list-style-type: none"> Feasible and justifiable scenarios implemented Minimal flight delays due to crew related issues Minimal flight cancellations due to crew related issues
9. Operational (Compliance)	<ul style="list-style-type: none"> Ensure compliance with applicable industry, company and regulatory requirements Procedures and policies are followed and adhered to Utilising support team members ensure process changes and enhancements are updated and incorporated in SOPs, manuals, training material and quick reference guides and check lists Consistent actioning of respective shift tasks Adhere to all CASA and New Zealand Civil 	<ul style="list-style-type: none"> Non-compliance notices from internal and external parties Civil Aviation Safety Authority (CASA)/Quality Assurance (QA) audit findings Feedback from key stakeholders indicating irregularity in application of SOP's CASA related Crew Breaches Breaches of Service Level Agreements

Accountability	Major activities	Key Metrics
	Aviation Authority (NZCAA) safety regulations <ul style="list-style-type: none"> Adhere with all Virgin Group Crew Enterprise Bargaining Agreements 	
10. Continuous Improvement	<ul style="list-style-type: none"> Identify opportunities to improve efficiency and quality of processes in the department, including documented SOPs Assist the Training Department in evaluating the quality of learning by providing feedback and advice 	<ul style="list-style-type: none"> Areas of improvement affecting performance or quality are promptly identified Opportunities and process improvement initiatives implemented as and when determined Targets/ results are achieved and reviewed
11. General	<ul style="list-style-type: none"> Manage agreed portfolios of additional responsibility that are designed to enhance and improve the overall department effectiveness. 	<ul style="list-style-type: none"> As agreed with Leader

Expertise

	Must have	Great to have
Knowledge/qualifications	<ul style="list-style-type: none"> Demonstrated understanding of airline or similar logistical operations. 	<ul style="list-style-type: none"> Understanding of Sabre AirCrews Knowledge of applicable industrial, company and regulatory requirements Tertiary qualification in a business discipline or airline operations management. Industry related qualifications.
Experience	<ul style="list-style-type: none"> Proficient in the Microsoft Office suite. Exceptional communication skills. Team work 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 Sabre AirCrews 	<ul style="list-style-type: none"> Ability to understand complex and dynamic operational problems.
<ul style="list-style-type: none"> Skills 	<ul style="list-style-type: none"> Ability to succinctly present information in an open forum. 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 department Experience working for a full-service carrier.

Key interactions

Internal	
External	

Sign off

I have read and understand the requirements of this position. I agree to consult with my Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name: [Add name]	Signature:	Date: [Add date]
Leader's Name: [Add name]	Signature:	Date: [Add date]