



Position Snapshot

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| Position Title: | Manager, Flight Dispatch |
| Division / Department: | Integrated Operations Centre / Integrated Operations |
| Location: | Head Office |
| Reports to: | General Manager, Integrated Operations Centre |
| Direct Reports: | 28 |
| Level: | 3A |
| 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 Manager, Flight Dispatch role is to manage the strategy of the Flight Planning and Flight Following portfolio, integral in delivering safe, on time and efficient 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.

Flight Dispatch is situated in the BNE-HQ Integrated Operations Centre (IOC) and is responsible for delivering flight planning and flight following solutions to Virgin Australia and client airlines. The department operates 24/7 with stakeholders in the VA IOC, Flight Operations, client airlines, CASA, Airservices Australia, the BoM and Virgin Australia's meteorological suppliers to deliver safe, efficient and compliant outcomes in these core areas of responsibility. The department also works closely with industry partners, government organisations and air navigation service providers to promote policy, regulatory and technological advancements in flight planning and aircraft operations management.

Key Accountabilities

| Accountability | Major Activities |
|--|---|
| Safety, Security & Business Resilience | <ul style="list-style-type: none"> - Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) - Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required - Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group - Lead and participate in Safety Shares in all meetings - Champion Better Me throughout the Group - Lead consultation of WHS matters as related to your working environment - Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength. |
| Financial | <ul style="list-style-type: none"> - Monitor and manage Virgin Australia's fuel and navigation fee budget, on behalf of the GM, Aircraft Operations. - Monitor and manage VARA's fuel and navigation fee budget, on behalf of the EGM, VARA. - Drive cost effective and optimal flight planning to support safe & efficient fuel management. - Monitor and manage the day-to-day financial security and financial strategies of the Flight Dispatch Portfolio (both opex and capex). |
| Operations | <ul style="list-style-type: none"> - Manage the flight planning and flight following delivery for all flying operated by Virgin Australia (VAA and VAI), VARA and Affiliated Airlines in line with key performance indicators. - Ensure all flight plan documentation are produced in accordance with regulatory and company requirements - Oversight of meteorologic services represented within the department to include but not limited to service levels, support improvement, and personnel accountability. - Maintain a safe operation through adherence to Standard Operating Procedures (SOPs) - Actively work to support a service-focussed, customer centric culture within the Flight Dispatch team. - Ensure contingency plans exist for known events which may disrupt he operating schedule. - Ensure all known operating schedule risks are mitigated prior to the day of operations. - In the event the GM, Integrated Operations Centre / Head of Integrated Operations is absent, the Manager, Flight Dispatch may assume the responsibilities and duties on his / her behalf. |

| Accountability | Major Activities |
|------------------------|--|
| Continuous Improvement | <ul style="list-style-type: none"> - Collaborate with Commercial and Engineering leadership team to understand and mitigate schedule limitations prior to the network schedule being finalised. - Drive improvement within our service providers processes, for example AirServices Australia, to enable the Network Integrity team. - Manage the delivery of flight dispatch system improvements through oversight of the work of subject matter experts (SMEs) for each project. - Identify opportunities to improve efficiency and quality of processes in the department. - Analysis of key stakeholder feedback, audit information and reports to identify areas of opportunity. - Manage agreed portfolios of additional responsibility that are designed to enhance and improve the overall department's effectiveness. - Support the company's and Aircraft Operations' change management policies and processes. |
| Customer | <ul style="list-style-type: none"> - Collaborate with Commercial and Engineering leadership team to understand and mitigate schedule limitations prior to the network schedule being finalised. - Drive improvement within our service providers processes, for example AirServices Australia, to enable the Network Integrity team. - Manage the delivery of flight dispatch system improvements through oversight of the work of subject matter experts (SMEs) for each project. - Identify opportunities to improve efficiency and quality of processes in the department. - Analysis of key stakeholder feedback, audit information and reports to identify areas of opportunity. - Manage agreed portfolios of additional responsibility that are designed to enhance and improve the overall department's effectiveness. - Support the company's and Aircraft Operations' change management policies and processes. |

Key Requirements

| Requirement | Essential | Desirable |
|-----------------------------------|--|--|
| Education / Qualifications | <ul style="list-style-type: none"> - Qualified to perform EDTO, Short Haul International, Long Haul International, Domestic (including VARA) flight planning | <ul style="list-style-type: none"> - Bachelor's Degree in Aviation Management, Business Management, Organisational Change Management or similar - Certificate IV in Workplace Training & Assessment. - FAA Flight Dispatch Certification |
| Experience | <ul style="list-style-type: none"> - Requires 5+ years of Airline Operations technical experience - Requires 5+ years of leadership experience - Extensive experience leading teams in an operational, cost focussed yet people centric environment - Significant experience in aviation/airline industry - Understanding of and experience in playing a key role in change management and process reengineering facilitation - Broad leadership experience gained in a multi-disciplined environment - Exposure to a dynamic working environment with a strong understanding of organisation culture - Demonstrated experience in leading a team to deliver high quality customer service | <ul style="list-style-type: none"> - Management experience in an aviation environment - Experience leading transformational change programs at an enterprise level - Experience designing and establishing change management frameworks and building change leadership capability - Experience in the implementation of automated systems supporting flight dispatch. - Experience participating in aviation industry meetings or committees in a representative capacity |

| Requirement | Essential | Desirable |
|---------------|--|--|
| Skills | <ul style="list-style-type: none"> - A strong ability to execute, leveraging capability of direct reports and others - Proven track record of engaging internal and external stakeholders at multiple levels - Independently relate existing policy to work assignments or rethink the way a specific body of knowledge is applied in order to solve problems - Financial and budgetary exposure in a operational environment - Ability to understand complex and dynamic operational problems whilst at the same time proposing solutions to achieve the best outcome at a departmental level - Demonstrated achievement in implementing change and experience in providing effective system implementation and review - Demonstrated ability to manage relationships at all levels - High level planning, organisational skills and systemic approach to business improvement - Highly developed written and oral communication skills and ability to condense complex issues - Expertise in driving change in complex and dynamic environments - Excellent communicator and ability to craft engaging, high-impact messages - Ability to engage, advise and communicate within a diverse organisation | <ul style="list-style-type: none"> - Ability to understand complex and dynamic operational problems whilst at the same time proposing solutions to achieve the best outcome at a departmental level |

| Requirement | Essential | Desirable |
|------------------|---|---|
| Knowledge | <ul style="list-style-type: none"> - Demonstrated understanding of airline or similar logistical operations - Extensive knowledge of applicable Civil Aviation Orders, Regulations and Aeronautical Publications - Strong Understanding of Sabre Flight Plan Manager - High level of problem solving and negotiation skills - Demonstrated analytical capability - Highly developed leadership and people management skills - Knowledge of Aviation in relation to OCC environment - Knowledge of change management principles, methodologies and tools - Well-developed business acumen and understanding of the organisational landscape, issues and challenges - Working knowledge of the principles of flight dispatch activities and their application in a commercial airline environment | <ul style="list-style-type: none"> - High level service delivery and demonstrated understanding of customer service principles |

Virgin Australia Leadership Standards

| Standard | Level 3 Behavioural Descriptors |
|----------------------------|---|
| Passionately VA | <ul style="list-style-type: none"> - Identifies and addresses the underlying needs of internal and external customers - Identifies service trends and contributes to providing creative solutions - Looks for ways to leverage digital transformation initiatives to improve ways of working and customer experience - Taps into individual differences and working styles to improve business processes and outcomes - Simplifies complex concepts and arguments - Instils confidence in self and others to embrace challenges and opportunities - Recognises and celebrates success and achievement - Uses data to measure and monitor safety performance and ensures team members are accountable for their individual contribution to safety outcomes |
| Desire to be Better | <ul style="list-style-type: none"> - Uses digital platforms to generate insights on business performance, customer experience and risks - Monitors trends and ideas, sharing insights to add value and address emerging risks - Seeks ways to continuously improve and empowers others to challenge the status quo - Explores and leverages new ways to communicate for maximum impact - Pushes barriers and displays persistence, even in the face of failure - Role models and coaches safety behaviours to support compliance and safety outcomes |
| Collaborates | <ul style="list-style-type: none"> - Understands the VA Group's objectives and the links between teams, functions, businesses and sector - Identifies and facilitates connections that add value - Communicates convincingly, anticipating varied audience needs and adapting style - Empowers others to build trusting and cooperative partnerships and facilitates relationships across the business and with external partners - Enables connections, identifying and removing obstacles - Shares learnings and drives collaboration and joint problem solving |
| Inspires Team | <ul style="list-style-type: none"> - Assembles high performing teams through complimentary skill sets and ways of working - Coaches and mentors others, facilitating their development and encouraging initiative and action - Sets goals for self and others that contribute to the achievement of VA's strategy - Proactively seeks and reflects on feedback to identify development opportunities - Empowers others to take action without direct control - Leads by example through influencing others with own actions - Actively monitors teams for adherence to standard operating procedures and drive a 'safety first' culture |
| Creates Future | <ul style="list-style-type: none"> - Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response - Engages with others and demonstrates empathy and caring in the face of change - Prepares for change, seeking opportunities to contribute to change initiatives - Demonstrates hunger for innovation, is comfortable with being uncomfortable when it comes to change - Evaluates progress and re-prioritises work regularly based on changing needs and risk considerations |
| Drives Results | <ul style="list-style-type: none"> - Understands the interdependence of the Group's goals, taking into account wider operational context - Plans own work and that of others to demonstrate accountability towards the achievement of extraordinary outcomes - Removes barriers and overcomes obstacles to ensure delivery of results - Applied knowledge and analysis of issues and trends to formulate and achieve plans - Establishes systems and procedures to guide work and track progress - Thinks laterally and finds ways to achieve outcomes - Reviews safety and risk performance within own area and searches for ways for continuous improvement. |