

Schedule Coordinator

Virgin Australia goals

1. To be Australia's airline of choice
2. To be Australia's best customer led organisation
3. To do for corporate travellers what we did for leisure travellers in 2000

Role Summary

Level	1	Location	BNE HEAD OFFICE
Department	SCHEDULE PLANNING	Division	NETWORK MANAGEMENT
Group	Network, Revenue Management and Alliances	Direct Reports	N/A
Reports to	Manager Schedule Planning	Manager once removed (MOR)	Head of Network Management
Role Scope	N/A	Created / Updated	23/01/2019

Role purpose

To assist in the development of domestic and international schedules, optimise monthly and short-term schedules for capacity, connections and operational issues and deliver schedules to internal and external customers accurately and on time.

Accountabilities and Key Metrics

	Accountabilities	Key metrics
Schedule Development	<ul style="list-style-type: none"> ▪ Assist in the development of schedules for production including different scenarios, budgets and re-forecasts as directed 	<ul style="list-style-type: none"> ▪ Deliver schedules within timeframe specified.
Schedule Optimisation	<ul style="list-style-type: none"> ▪ Assist in optimising monthly and seasonal schedules for capacity, timings, connections, OTP and resolving operational problems while meeting the commercial needs of the business. ▪ Support Schedule Planner in publishing optimised schedule and advises CRC on required changes to be made to the reservation system 	<ul style="list-style-type: none"> ▪ Optimised schedule published on or before the due dates
Schedule Variations	<ul style="list-style-type: none"> ▪ Assist in developing schedule options to resolve short-term capacity limitations or needs. ▪ Circulate the options to various stakeholders and gain a resolution on option to implement. ▪ Advise CRC on required changes to be made to the reservation system 	<ul style="list-style-type: none"> ▪ Accurate and timely implementation of suitable option in consultation with key stakeholders
Slots	<ul style="list-style-type: none"> ▪ Assist Schedule Planner in applying for airport slots at specified airports. 	<ul style="list-style-type: none"> ▪ Negotiate offers made by coordinator to achieve optimum solution.

	Accountabilities	Key metrics
Schedule Delivery	<ul style="list-style-type: none"> Meets predetermined deadlines for the delivery of schedule data to internal and external customers ensuring accuracy of the information leaving the department 	<ul style="list-style-type: none"> On or before deadline and 100% accurate.

Values and behaviours

We think customer

- Our customers are at the heart of everything we do
- We are passionate about creating an outstanding flying experience
- We deliver consistently high service internally and externally

We do the right thing

- We always put safety first
- We act with integrity and honesty
- We create a sustainable and inclusive environment for our people and the community

We lead the way

- We lead by example
- We have the courage to think differently
- We innovate

We are determined to deliver

- We do what we say we're going to do
- We are responsive
- We are committed to excellence in all we do

Together we make the difference

- We work together to achieve success
- We consider our impact on others
- Our people set us apart

Expertise

	Must have	Great to have
Knowledge	Airline commercial/operational knowledge	Broad knowledge of airline business
Qualifications	Tertiary Business degree and/or significant relative work experience	Diploma of Aviation Management
Skills	Intermediate Microsoft Office skills	SABRE Schedule Manager SABRE Slot Manager SABRE Fleet Manager Visual Basic experience
Experience		Revenue Management, Resource Planning or Network Operations Control experience 2 years Airline Schedule Planning

Key interactions

Internal	Commercial, Aircrew Resource Planning, Maintenance Planning, Network Operations, Ground Operations Resource Planning, GM Network Management
External	Airport Co-ordination Australia, Airport Co-ordination London,

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]