



## Position Snapshot

<b>Position Title:</b>	Operations Controller
<b>Division / Department:</b>	Aircraft Operations / Integrated Operations
<b>Location:</b>	Head Office (PER)
<b>Reports to:</b>	Duty Operations Manager
<b>Direct reports:</b>	0
<b>Level:</b>	1C
<b>Award:</b>	Airline Operations Ground Staff Award 2020
<b>Classification:</b>	Clerical administrative and support / Level 4
<b>Date:</b>	March 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 Operations Controller role is to plan and coordinate the allocation of aircraft to flights to ensure schedule integrity and regulatory compliance. Manage disruption to services and determine appropriate courses of action to minimise impact on the operation. Proactive assessment of available resources during disruption and implementation of improvement schedule plans. Coordination of Charter services to support Charter clients' needs.

## 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.

The Operations Delivery department is responsible for the planning and delivery of flying operations of the airline. The primary areas of responsibility are Operations Control, Load Planning, Crew Control and Charter Support.

## Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> <li>- Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing)</li> <li>- Participate in the SMS and SeMS by identifying and reporting hazards to the operation</li> <li>- Be aware of personal safety matters including the emergency procedures relevant to role location</li> <li>- Adhere to all documented operating procedures</li> <li>- Actively participate in Safety Shares</li> <li>- Actively participate in Better Me initiatives</li> <li>- Actively participate in the Groups emergency response program</li> <li>- Participate in consultation of WHS matters as related to your working environment</li> <li>- Challenge unsafe behaviours in others</li> <li>- Abide by the lawful directions of security personnel and law enforcement officers.</li> <li>- Actively participate in the Group's Resilience program.</li> </ul>
Complete situational awareness of the network	<ul style="list-style-type: none"> <li>• Critical seeking of information impacting all aspects of the operation</li> <li>• Proactive assessment and action to minimise adverse impact on the network</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Primary liaison with all OCC units and coordination point of all operational situations</li> <li>• Communicate to network potential and actual impacts upon the network</li> <li>• Participation at briefings</li> <li>• Comprehensive handover to on coming shift</li> <li>• Oral communication is professional, concise and objective</li> <li>• Appropriate SMS/electronic communication</li> </ul>
Disruption management	<ul style="list-style-type: none"> <li>• Proactive in assessment and implementation of all disruption management plans</li> <li>• Assess aircrew allocation to ensure operational integrity and compliance.</li> <li>• Consideration of all impacted parts of business and external parties</li> <li>• Work effectively under extreme pressure with conflicting priorities</li> <li>• Initiates a plan that balances cost, OTP and customer satisfaction</li> <li>• Use of disrupt checklist/s</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Ensure slot compliance at all applicable airports</li> <li>• Compliance with applicable industrial, company and regulatory requirements</li> <li>• Actioning of respective shift tasks</li> <li>• Compliance with all customs and immigration requirements relating to crew.</li> </ul>

Accountability	Major Activities
Threat assessment and emergency response	<ul style="list-style-type: none"> <li>• Assess threat as per the Threat Matrix and determine if OIA is required</li> <li>• Initiate Initial Assessment Team when deemed necessary</li> <li>• Perform duties as required under limited response or red alert</li> <li>• Communication is professional, concise and timely</li> <li>• Accurate documentation as per the Emergency Response Plan and Transport Security Manual</li> </ul>
Coordination of the Operations Control Window	<ul style="list-style-type: none"> <li>• Optimise aircraft rotations to match passenger, crew, port, engineering and any other operational requirements</li> <li>• Negotiation with all parties who may assist in achieving the optimal solution</li> <li>• Evaluate Charter and Schedule Change requests with a view to balancing revenue to potential schedule impact</li> <li>• Ensure all alerts are actioned in a timely manner</li> <li>• Ensure crew complements are maintained</li> <li>• Input and maintenance of Charter Flight manifests</li> </ul>
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Training	<ul style="list-style-type: none"> <li>• Undertake trainer role/s for new intake staff where required or ad-hoc training where required</li> </ul>
Perform other roles	<ul style="list-style-type: none"> <li>• Assistance with other team members as required both planning and day of Ops. This may extend to other department within the business if required.</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	Senior certificate.	Tertiary qualification in airline operation management.
<b>Experience</b>	Solid experience within an Operations Control Centre environment. Proven track record within a high-pressure operational environment	Experience in airline operational positions or similar logistical roles
<b>Skills</b>	Excellent communication skills. Highly developed problem-solving ability.	Excellent communication skills. Highly developed problem-solving ability.

Requirement	Essential	Desirable
<b>Knowledge</b>	<p>Cross Functional knowledge of the industry.</p> <p>Working knowledge of operational and crew management systems.</p>	<p>Operations Control knowledge and experience.</p> <p>Knowledge of Meteorological/flight planning and performance.</p> <p>Knowledge of Emergency response plans and objectives.</p> <p>Participation in Emergency Response exercises or events.</p> <p>Knowledge of CASA regulations</p>

# Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Displays a passion for delighting both internal and external customers</li> <li>• Seeks to understand customer needs by actively listening to their thoughts and concerns</li> <li>• Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</li> <li>• Is curious and continuously looks for ways to learn and improve</li> <li>• Knows, understands and follows standard operating procedures</li> <li>• Is authentic and honest, can admit to making mistakes</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Strives to improve experiences for internal and external customers</li> <li>• Has a curious mind towards identifying opportunities and finding ways to be better</li> <li>• Demonstrates a high level of personal motivation to learn and develop</li> <li>• Resourceful and creative with coming up with solutions</li> <li>• Identifies and contributes ideas for improvement</li> <li>• Identifies, addresses and reports safety hazards</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Displays passion for sharing knowledge and ideas</li> <li>• Voices opinions and new ideas freely</li> <li>• Respects differences and seeks to understand diverse perspectives</li> <li>• Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</li> <li>• Is curious and open-minded to new ideas, perspectives and approaches</li> <li>• Clarifies own understanding and embraces alternate view</li> <li>• Challenges behaviours that compromise safety</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Participates in 2-way conversations, listening and discussing issues thoughtfully and openly</li> <li>• Understands and value the skills, knowledge and experiences that others bring</li> <li>• Engages with others, clearly conveying information and facts</li> <li>• Actively seeks to provide suggestions on how to be a better team</li> <li>• Informs team about work and progress</li> <li>• Understands personal obligations with respect to following standard operating procedures</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Welcomes change and remains positive in the face of ambiguity</li> <li>• Seeks information to understand change and impacts</li> <li>• Demonstrates a change mindset, flexibility and openness</li> <li>• Understands the need for VA Group to be innovative and drive business improvement</li> <li>• Seeks to understand Virgin Australia's strategy and how they can contribute</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Plans work to deliver within expected timeframes</li> <li>• Shows energy, enthusiasm and initiative for achieving own goals</li> <li>• Follows through on commitments to both internal and external customers</li> <li>• Seeks guidance and support to address obstacles and achieve set goals</li> <li>• Integrates feedback and takes responsibility for achieving own goals</li> <li>• Delivers outcomes within standards operating procedures.</li> </ul>