



## Position Snapshot

<b>Position Title:</b>	Schedule Planner
<b>Division / Department:</b>	Network & Alliances / Schedule Planning
<b>Location:</b>	BNE
<b>Reports to:</b>	Manager, Schedule Management
<b>Direct Reports:</b>	0
<b>Level:</b>	2B
<b>Award:</b>	
<b>Classification:</b>	N/A / N/A
<b>Date:</b>	December 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 Schedule Planner role is to lead the development and delivery of domestic and international schedules in consultation/negotiation with a variety of commercial and operational stakeholders. Optimise monthly and short to medium term schedules, identifying network opportunities, connections, resolving operational constraints, meeting the predicted OTP target and

deliver schedules to internal and external customers accurately and on time. To maintain effective relationships with stakeholders and support/mentor and develop junior team members.

## 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.

As part of a small scheduling team attached to the Network Management & Alliances Division, within the Strategy and Transformation Group of the airline, you will be working in a dynamic environment at the very core of the airline.

## Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> <li>- Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing)</li> <li>- 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</li> <li>- Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group</li> <li>- Lead and participate in Safety Shares in all meetings</li> <li>- Champion Better Me throughout the Group</li> <li>- Lead consultation of WHS matters as related to your working environment</li> <li>- Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.</li> </ul>
Financial	<ul style="list-style-type: none"> <li>- Lead the development of seasonal/monthly schedules ensuring they are optimised and ensuring they are published into the reservation system/GDS and other internal company systems.</li> <li>- Circulate scheduling options to various stakeholders and provide expert advice to gain resolution on preferred schedule to be implemented</li> <li>- Develop different scheduling scenarios as required, including budgets as reforecasts as directed by the Manager Schedule Management</li> <li>- Liaise closely with Network Planning in designing the schedule ensuring IATA timelines are met throughout the development process</li> <li>- Be the subject matter expert on SABRE Schedule Manager and/or Slot Manager</li> <li>- Recommend and implement tactical changes to actively optimise the monthly schedule through evaluating capacity, timings, connections (VA metal and partner airlines), and resolve operational problems while meeting the commercial needs of the business</li> <li>- Develop schedule recommendations to resolve short term capacity limitations or needs including charter requests</li> <li>- Ensure requested changes from key clients e.g. the AFL and V8 Supercars are implemented and maintained</li> <li>- Determine/provide possible slot swap solutions to release slots for additional peak services as required</li> <li>- Meet predetermined deadlines for the delivery of detailed schedule data to internal and external customers ensuring accuracy of the information leaving the department</li> <li>- Monitor utilisation of the Slot portfolio highlighting any at risk slots</li> </ul>
Customer	<ul style="list-style-type: none"> <li>- Maintain and build effective relationships with key stakeholders</li> <li>- Distribute key reports for stakeholder review and feedback, communicate changes and act as a specialist advisor on scheduling or slot related matters</li> <li>- Develop and deliver presentations including Roster Period Final for</li> </ul>

Accountability	Major Activities
Operational	<ul style="list-style-type: none"> <li>stakeholder consultative meetings</li> <li>- Attendance and contribution at key internal forums</li> <li>- Collaborate with key operational stakeholders assessing any implications from feedback received on proposed plans</li> <li>- Ensure all operational constraints are considered with critical implications removed from the schedule</li> <li>- Provide timely and quality advice to assist the business to arrive at a mutually agreeable position on schedule constraints</li> <li>- Apply for and manage seasonal/medium term and/or ad-hoc slots at specified airports</li> <li>- Ensure fleet numbers are allocated correctly for required flying programme including allocation of Operational and Engineering spares</li> <li>- Effectively integrate the operational spare to meet predicted OTP target</li> <li>- Ensure all planned maintenance requirements are acquitted over the Roster Period and renegotiate timelines where/if required</li> <li>- Continually develop and recommend enhancements in processes to improve/streamline work practices</li> <li>- Leverage best practices from partner airlines and consider options on how to implement their processes where appropriate</li> <li>- Representation at the IATA Slot Conferences where required to secure seasonal slots</li> </ul>
People	<ul style="list-style-type: none"> <li>- Mentor and coach Schedule Coordinator(s)</li> <li>- Foster a positive working atmosphere within the broader scheduling team</li> <li>- Maintain an elevated level of customer satisfaction through engagement and collaboration</li> <li>- Support VARA scheduling personnel in their processes and use of the SABRE AirVision suite of software</li> </ul>
Safety	<ul style="list-style-type: none"> <li>- Demonstrate a commitment to safety through fostering and maintaining a safe workplace for all</li> <li>- Actively supporting the Virgin Australia Group Safety Culture and safety reporting processes</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>- Tertiary qualification in Business (or equivalent) and/or significant relative work experience</li> </ul>	<ul style="list-style-type: none"> <li>- Diploma of Aviation Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Minimum 3 years Airline Schedule Planning</li> <li>- Experience in the slot application process</li> </ul>	<ul style="list-style-type: none"> <li>- Revenue Management, Resource Planning or integrated Operations Centre experience</li> <li>- Leadership/mentoring experience</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Advanced Microsoft Office skills</li> <li>- Analytical skills with attention to detail</li> <li>- Presentation/Powerpoint skills</li> <li>- Strong written and verbal communication skills</li> <li>- Works well under pressure</li> <li>- Works well in a team environment</li> </ul>	<ul style="list-style-type: none"> <li>- SABRE Schedule Manager</li> <li>- SABRE Slot Manager</li> <li>- Visual Basic experience</li> <li>- Microsoft Sharepoint</li> <li>- Microsoft Teams</li> <li>- Leadership/Mentoring skills</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- The role schedule planning plays in an airline</li> <li>- Full understanding of the WASG</li> <li>- Airline commercial/operational</li> <li>- Schedule Planning key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- Broad understanding of airline business</li> <li>- SYD Airport Demand Management Act</li> </ul>

# Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Initiates customer centric solutions</li> <li>• Supports initiatives to improve policies, processes and customer interactions</li> <li>• Seeks and identifies opportunities to surprise and delight both internal and external customers</li> <li>• Recognises ideas of all stakeholders and encourages innovative approaches</li> <li>• Expresses own point of view and challenges basic assumptions</li> <li>• By example, sets the direction for team members regarding safety performance and following procedures</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Takes into consideration the impact to customer experience when making decisions</li> <li>• Applies learning from previous experiences to improve future approaches and solutions</li> <li>• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</li> <li>• Identifies issues in existing systems and processes that may not be obvious to others</li> <li>• Challenges the status quo and offers progressive ideas and solutions</li> <li>• Actively seeks out risks to safety and resolves as a priority</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement</li> <li>• Actively seeks opportunities to partner with others to achieve extraordinary outcomes</li> <li>• Builds trusting, cooperative partnerships, supporting others in challenging situations</li> <li>• Builds rapport and proactively strengthens connections with others</li> <li>• Embraces collaboration by connecting with others across different functions within VA</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Encourages others to bring whole self to work and contribute freely to achieving our vision</li> <li>• Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</li> <li>• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</li> <li>• Promotes and encourages excellence, growth and autonomy in self and others</li> <li>• Shows personal accountability for achievement of job-specific outcomes</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Embraces change, seeing it as an opportunity to drive business improvement</li> <li>• Acts as a change advocate, sharing information and promoting change to others</li> <li>• Demonstrates persistence and perseverance in the face of obstacles</li> <li>• Considers whether short term goals support long term objectives and consequences</li> <li>• Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Recognises the implication of organisational issues, identifying potential impact on achievement of own results</li> <li>• Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</li> <li>• Communicates key objectives within own area to deliver results aligned to business strategy</li> <li>• Tailors messages for maximum impact</li> <li>• Uses data to drive continuous improvement to processes, outcomes and safety.</li> </ul>