

Flight Dispatcher

Virgin Australia strategic objectives

Australia's Favourite Airline Group. Leading through loyalty – customers, partners and community

1. Impress our customers
2. Strengthen our relationships
3. Be business smart
4. Put safety first and deliver operational excellence
5. Our people at their best

Role Summary

Role purpose

As a Flight Dispatcher you will be required to provide flight planning, flight following and slot control functions while ensuring all operational tasks are achieved and regulatory/company procedures are adhered to. Flight Planning Services is part of Network Operations and comprises of Flight Dispatch, Slot Control and Load Control functions.

Accountabilities and Key Metrics

Accountability	Major activities
1. Financial	<ul style="list-style-type: none"> Optimisation of Flight Plans and fuel calculations Optimisation of payload uplift Leave management Optimisation of ATFM slot management
2. Customer	<ul style="list-style-type: none"> Ensure accurate Flight Plan documentation is delivered in a timely manner Effectively communicate policy and procedural changes to all relevant stakeholders Effectively capture non-standard events in the Flight Dispatch Operations Log Provide support for VAA AvMet staff on duty and advice on operational impacts Effectively communicate operational issues or restrictions to relevant operational departments (eg, Load Control, Operations Control, Maintenance Watch etc)
3. Operational	<ul style="list-style-type: none"> Generate and certify accurate flight plan data for flight crew to enable safe, compliant and efficient flight operations ensuring aircraft depart with the correct flight plan and relevant documentation Process flight plan data and documentation in an accurate and timely manner, (within KPI requirements) Provide flight following service by monitoring and assessing information received from departure until the completion of the flight. In addition, when required, critical information is passed onto the flight crew and other affected parties Maintain a safe operation through adherence to Standard Operating Procedures (SOPs) Liaise with relevant authorities (eg, Airservices Australia) and service providers on matters pertaining to Flight Dispatch and Slot Control operations Work closely with Load Control, Guest Recovery Services, Operations Control, Maintenance Watch and Flight Operations to optimise flight plans across the

Accountability	Major activities
	<p>group</p> <ul style="list-style-type: none"> • Work closely with Operations Control, Flight Operations and AMCO to optimise the airline's slot management. • Adhere to Slot Management position, tasks, and perform in the position where required • Flight Dispatch Operations Log is maintained with accurate information on events • Make recommendations with respect to the Flight Planning Policy and SOP's • Completion of all shift specific duties in an accurate and timely manner • Ensure all stakeholders are advised of any irregular operations as soon as possible following the required SOP • Maintain currency on manual flight planning system (stand-alone) • Support the education of the pilot community in the work performed by Flight Dispatch
4. Safety (Compliance and Health & Safety)	<ul style="list-style-type: none"> • CASA compliant (Safe & Secure) • Adhere to all CASA and NZ CAA safety regulations • Ensure all flight plan documentation is produced in accordance with regulatory and company requirements • Adhere to flight following activities at all times • Complete all technical training requirements • Maintain Flight Dispatch and Slot Control currency • Safety & flight crew report submission • Monitor team member compliance with applicable industry, company and regulatory requirements • Procedures and policies are followed and adhered to • Work with all key stakeholders to ensure compliance in areas impacted by Flight Dispatch • Health & Safety - Compliance to all company policies and procedures relating to safety
5. Other	<ul style="list-style-type: none"> • Where necessary, being proactive and initiating action to resolve or improve operations • Ensure adherence to all required policies including KOWF, EEO and disputes resolution • Actively promote an inclusive, consultative workplace. • Identify problems and provide solutions to improve the department • Input to and support for departmental strategy

Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
---------------------------------	---------------------------------------

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/qualifications	<ul style="list-style-type: none"> • Demonstrated understanding of airline or similar logistical operations • Strong working knowledge of the principles of Flight Dispatch, Slot Control and their application in a commercial airline environment • Understanding of principles of flight planning and aircraft performance • Knowledge of applicable Civil Aviation Orders, Regulations and Aeronautical Publications • Understanding and/or awareness of regulatory flight planning requirements • Understanding of aviation meteorology • Knowledge of ATC Procedures 	<ul style="list-style-type: none"> • Previous experience as a Flight Dispatcher and/or experience in Flight Planning activities • Understanding of additional systems which support the Flight Dispatch position (eg, Flight Explorer, NAIPS, ACARS, HF etc) • Understanding of Airservices ATFM Business Rules (Slot Management) • Tertiary qualification in a business discipline or airline operations management • FAA Flight Dispatch Certification • Commercial Pilot Licence
Skills	<ul style="list-style-type: none"> • Highly proficient in the Microsoft Office suite • Proven ability to source multiple forms 	<ul style="list-style-type: none"> • Ability to understand complex technical problems and implement solutions that are

	Must have	Great to have
	<p>of information and provide accurate recommendations based on this information</p> <ul style="list-style-type: none"> • Exceptional communication skills • Ability to work autonomously and make key decisions without prejudice or favour • Strong analytical and problem solving skills • Ability to handle multiple tasks simultaneously • Understands both the broad and detailed objectives of the Flight Operations and Operations Control Units 	<p>effective</p>
Experience	<ul style="list-style-type: none"> • Previous experience in the conduct of Flight Dispatch activities and/or Slot Control function • Experience working in a high capacity airline logistics environment • Experience working in a high-pressure operational environment 	<ul style="list-style-type: none"> • Previous experience in a Flight Dispatch, Commercial Pilot or Air Traffic Control environment • Effective workload management

Key interactions

Internal	Duty Leader FPS, FPS team members, Duty Leaders within other Network Operations departments, OCC Duty Managers, Support team members within Network Operations, Network Operations Leadership Team (NOLT)
External	<p>Ground Operations team members</p> <p>Flight Operations Management.</p> <p>Team Leaders and Managers of other divisions outside Network Operations, in particular those divisions located within OCC.</p> <p>AirservicesAustralia, particularly the National Operations Centre and regional Managers.</p>