



Position Snapshot

Position Title:	Resource Planner
Business/Division/Department:	Operations / Network Operations / Resource Planning
Location:	Brisbane Head Office
Reports to:	Leader, Resource Planning
Direct reports:	Nil
Date:	July 2017

Overall Impact Statement

Resource Planning is responsible for the short, medium and long term planning for Flight and Cabin Crew for our regional, domestic, short and long haul international operations. Resource Planners are responsible for the provision, advice and delivery of aircrew rosters and to support the coordination and planning of crew training requirements.

As a Resource Planner (Rostering), your role will encompass the coordination of all aspects of flight crew roster production whilst balancing crew satisfaction, fairness, productivity targets and operational robustness. Most importantly, you will ensure that rosters are compliant with all industrial, regulatory and company policies and are published on time. Post publish the roster is handed over to our day of operations team to manage any 'on the day' changes however their feedback will be an important consideration for future rosters, as will your feedback to the training and analyst teams on resource availability and training placement.

Organisation Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

Resource Planning comprises a dedicated team of analysts, rostering and training planners responsible for taking the long term business strategy and translating this into workable crew requirements producing the on time production of legal and efficient aircrew rosters that predictably deliver against safety, guest, cost and OTP KRAs.



Key Accountabilities

Aircrew Rostering

- Prepare and plan roster pre-assignments including, but not limited to, training, leave, non-operational duties and other requests
- Liaise with internal Stakeholders on requirements for the roster period (e.g. discuss impacts of requests)
- Prepare standby blocks in accordance with planned levels and operational coverage requirements
- Regular communication with tactical operations on reserve timing and placement
- Establish roster requirements (e.g. target productivity, peak demand periods)
- Resolve all data import/export file issues prior to commencement of the roster process
- Optimise rosters to ensure a balance of bid satisfaction, fairness, productivity targets, cost control, fatigue management and operational robustness
- Manually manipulate rosters and training to ensure full roster coverage, as required
- Conduct regular analysis of resource allocation levels to ensure an even disbursement of crew resources to cover operational commitments

Update systems with changes to crew status and details (e.g. new, full time/part time, promotions, transfers, resignations, terminations, name change, address etc.)

- Liaise with Flight operations and Airline operations prior to publish to ensure reserve is best placed to meet demand
 - Ensure all industrial and regulatory requirements have been adhered to by way of legality check
- Publish rosters within assigned timeframes

Aircrew Training

- Maintain crew records in accordance with CASA and company regulations
 - Plan all intake training, ground schools, command training, recurrent training and transition training
 - Liaise with Flight Standard on check and training roster requirements
 - Respond to daily operational disruptions affecting training
- Action all extended training and training regathers in conjunction with flight standards and crew control
- Plan and roster training devices in an efficient, cost effective manner, ensuring that it is compliant with company and regulatory requirements
 - Effective use of training resources whilst maintaining a suitable workload and mix of personal requirements for all Check and Training Captains
 - Advise payroll of confirmation of promotions and other completed training which may affect crew pay and allowances
 - Provide advice to relevant management groups of Check and Training Captain resource requirements on an ongoing basis
 - Respond to daily operational disruptions affecting training

Aircrew Leave Planning

- Allocate crew leave requests within specified timeframes
- Generate and manage the leave process to ensure all eligible crew are able to submit leave requests
- Manually enter leave requests following the closure of the ballot process to capture outstanding requests
- Identify and allocate leave blocks for the purposes of workforce planning
- Process all ad-hoc leave requests with the view of maintaining adequate resource levels across the network
- Review all ad-hoc leave requests and process as required
- Assign left over leave based on leave preferences
- Review all trends relating to leave requests to identify any irregularities and patterns and report these to the relevant managers
- All checklists and procedures are carried out and adhered to at all times
- Update checklists and procedures with any changes required and conduct regular reviews of procedures to ensure they are relevant and accurate
- Perform all tasks within the boundaries outlined in the departmental checklists and procedures
- Provide feedback to the training planners on training placement and the analyst team on reserve, pairings and resource coverage for input into the forward plan

Quality Control and Continuous Improvement

- All checklists and procedures are carried out and adhered to at all times
- Update checklists and procedures with any changes required and conduct regular reviews of procedures to ensure they are relevant and accurate
- Perform all tasks within the boundaries outlined in the departmental checklists and procedures
- Provide feedback to the training planners on training placement and the analyst team on reserve, pairings and resource coverage for input into the forward plan
- Ensure maintenance of directory structure and files on network and within applications



Key Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Intermediate Computer skills including Microsoft Office skills (Word, Excel, PowerPoint, Outlook) • Experience in understanding of resource planning processes, theories and methodologies • Hands on experience with rostering • Experience as working as part of a team • Minimum 3 years experience rostering of finite resources in the aviation sector to achieve specific outcomes (or similar sector) • Experience in applying Industrial, regulatory rules or enterprise agreements within a business • Exposure to delivering results within restrictive timeframes in a fast paced and dynamic environment • Ability to multitask and work to concurrent deadlines 	<ul style="list-style-type: none"> • Knowledge of aircrew industrial agreements • Knowledge of aircrew resource management systems (Sabre AirCrews, Genevea) and optimisation systems (Kronos Altitude Pairing & PBS) • Experience in aircrew planning or rostering role • Experience using a workforce planning (rostering) application in an airline environment • Airline industry operations experience • SharePoint experience



Competencies

Role Competency Requirements	
Competency Name	Behavioural Descriptors
Delight Customers	<p>Displays a passion for delighting both internal and external customers</p> <p>Seeks to understand customer needs by actively listening to their thoughts and concerns</p> <p>Follows through on commitments to customers (internal and external)</p> <p>Uses digitally enabled technology to delight customers</p>
Communicate and Engage	<p>Engages with others, clearly conveying information and facts</p> <p>Participates in 2-way conversations, listening and discussing issues credibly and thoughtfully</p> <p>Clarifies own understanding and embraces alternate views</p>
Connect and Partner	<p>Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</p> <p>Displays passion for sharing knowledge and ideas</p> <p>Informs team about work and progress</p>
Embrace Change	<p>Welcomes change and remains positive in the face of ambiguity</p> <p>Seeks information to understand change and impacts</p> <p>Demonstrates a change mindset, flexibility and openness</p>
Innovate and Improve	<p>Identifies and contributes ideas for improvement</p> <p>Is curious and open-minded to new ideas, perspectives and approaches</p> <p>Understands the need for Group to be innovative and drive business improvement</p> <p>Is curious about opportunities in data analytics to suggest improvements in processes</p>



Diversity of Thinking	<p>Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</p> <p>Respects differences and seeks to understand diverse perspectives</p> <p>Voices opinions and new ideas freely</p>
Strategy and Direction	<p>Delivers outcomes within standards and guidelines</p> <p>Understands Group's purpose and strategy and aligns own work</p> <p>Demonstrates forward-thinking and awareness of immediate consequences of actions</p>
Drive Business Outcomes	<p>Demonstrates persistence and perseverance in the face of obstacles</p> <p>Shows personal accountability for achievement of job-specific outcomes</p> <p>Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</p> <p>Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</p>
Motivate Self and Others	<p>Understands and values the skills, knowledge and experiences that others bring</p> <p>Integrates feedback and takes responsibility for achieving own goals</p> <p>Demonstrates a high level of personal motivation to learn</p>

