Virgin Australia
Role Description Template

Position Snapshot

Position Title:	Resource Analyst
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.

You will work closely with multiple areas of the business and are integral in maintaining the delicate balance of resources required across the airline groups to effectively and efficiently operate the flight schedule, leave planning, recruitment, budget and reporting.

The roster production build requires you to produce legal, safe and cost efficient crew availability and utilisation solutions in accordance with prescribed deadlines, whilst maximising crew productivity and operational robustness.

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

Pairing Production
- Production and publication of complete crew solutions for all crew groups within deadlines, observing company targets for productivity and cost control whilst balancing requirements for operational robustness and consideration of crew engagement
- Provision of accurate and concise reports detailing the costs, productivity, coverage and external requirements of production solutions through influencing stakeholders decisions with justified recommendations
- Conduct schedule change evaluation and provide feedback to Commercial on schedule changes prior to final schedule delivery and roster publish

Ensuring pairing production is compliant with multiple Enterprise Bargaining Agreetments (EBA) and Airline Operating Certificates (AOCs)

Analysis
- Conduct analysis of Pairings Solutions to monitor; costs, utilisation, lifestyle issues and fatigue management
- Conduct analysis of trends that impact resources requirements and provide potential solutions/reports where appropriate
- Initiation of 'what if' and 'test' solutions to provide tangible alternatives to manage and/or improve crew availability, cost reduction and quality of crew solutions
- Utilise the KRONOS PBS Roster Optimiser to conduct analysis of Pairings Solutions to monitor; roster-ability, costs, utilisation, lifestyle issues and fatigue management
- Interpret data and provide information in the appropriate manner for the Key Stakeholders
- Adopt a creative and analytical approach to manage analysis and reporting queries including analysis to support proposed fleet changes, crew basing strategies, schedule and market changes
- Conduct analysis and reports to support EBA negotiations and provide recommendations for improvement

Reporting
- Provision of accurate and concise periodic reports that focus on costs, crew productivity, crew availability and coverage, and agreed requirements
- Produce departmental reports and ad-hoc stakeholder reports within short timeframes
- Produce in-depth reports on 'What-if" scenarios and make recommendations that are based on detailed analysis to aid comparison and evaluation against desired outcomes

Forward Planning
- Develop, modify and maintain accurate resource plans and budget models
- Flexibility to create new resource plans based on business behaviour
- Provide periodic training forecasts to the relevant Key Stakeholders to ensure adequate training resources are available
- Communicate effectively with Resource Planners (Rostering and Training) in regards to rostering constraints and training pairings, leave slots analysis and training commitments

Quality Control
- Ensure all documentation, checklists and procedures are up to date
- Perfom all tasks within the boundaries outlined in the departmental checklists and procedures
- Ensure maintenance of directory structure and files on network and within applications
- Identify potential process improvements and make recommendations for their implementation
- Contribute concepts for consideration in Industrial and company policy

Communication
- Monitor and review feedback from all Key Stakeholders providing accurate responses within a reasonable timeframe
- Proactively consult and communicate with internal and external departments to meet departmental objectives
- Participate as required in meetings in an advisory capacity to Key Stakeholders

IT System
- Conduct user acceptance testing (UAT) of new systems and system modifications ensuring system testing and feedback provided is within agreed timeframes
- Identify and prioritise report faults and actively montior and follow through to resolution
- Identify and review system requirements and make recommendations on system improvements

Key Requirements

Essential	Desirable
• Highly developed intermediate level Microsoft Office skills (Word, PowerPoint, Outlook) including advanced Excel • Excellent communication skills, both written and oral • Demonstrated planning and problem solving skills • Experience in understanding of resource planning processes, theories and methodologies • Experience in cost impact analysis • Demonstrated analytical experience • Experience in preparation of operational budgets • Experience in forecasting and forward planning	• Understanding of aircrew resource planning processes, theories and methodologies • Knowledge of aircrew resource management systems (Sabre AirCrews) and optimisation systems (Kronos Altitude Pairing & PBS) • Relevant Tertiary Qualifications • Experience using statistical analysis tools • Airline industry operations experience

Competencies

Role Competency Requirements	
Competency Name	**Behavioural Descriptors**
Delight Customers	Anticipates solutions that support extraordinary customer experiences Identifies and addresses the underlying needs of customers (internal and external) Strips barriers and overcomes obstacles to ensure delivery of results for customers (internal and external) Identifies customer service trends and contributes to the designs of creative solutions Seeks ways to leverage digital transformation initiatives to improve the way of working and customer interactions
Communicate and Engage	Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise Builds rapport and proactively strengthens connections with others Tailors messages for maximum impact Leverages different mediums to present information and ideas
Connect and Partner	Works constructively in and across teams, viewing every interaction as an opportunity to collaborate Displays passion for sharing knowledge and ideas Informs team about work and progress
Embrace Change	Embraces change, seeing it as an opportunity to drive business improvement Acts as a change advocate, sharing information and promoting change to others Displays resilience and flexibility, remaining focused on achieving outcomes
Innovate and Improve	Identifies issues in existing systems and processes that may not be obvious to others Challenges the status quo and offers progressive ideas and solutions Recognises ideas of all stakeholders and encourages innovative approaches Embraces digital opportunities in data analytics to improve processes and customer insights

Diversity of Thinking	Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders
	Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes
	Expresses own point of view and challenges basic assumptions
Strategy and Direction	Sets inspiring goals for self and others that contribute to the achievement of Group's strategy
	Understands the Group's objectives and the links between teams, functions, businesses and sector
	Applies knowledge and analysis of issues and trends to formulate and achieve plans
	Considers the risks and consequences of issues in the mid-term and the longer-term impact across teams/work areas
Drive Business Outcomes	Demonstrates persistence and perseverance in the face of obstacles
	Shows personal accountability for achievement of job-specific outcomes
	Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals
	Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly
Motivate Self and Others	Understands and values the skills, knowledge and experiences that others bring
	Integrates feedback and takes responsibility for achieving own goals
	Demonstrates a high level of personal motivation to learn