

## Planning Advisor

<b>Level</b>	1	<b>Location</b>	Brisbane
<b>Department</b>	Capability & Business Improvement	<b>Division</b>	Ground Experience
<b>Group</b>	VAA	<b>Direct Reports</b>	Nil
<b>Reports to</b>	Business Lead – Sabre Airport Suite (SAS)	<b>Manager once removed (MOR)</b>	Manager, Capability & Business Improvement
<b>Created</b>	07/12/2017	<b>Updated</b>	N/A

## Role Summary

My Role:	<p>During this secondment, the Planning Advisor's key objective is to support the design, development and implementation of the Sabre Airport Suite (SAS) Workforce Management System, focussing on workforce planning and analytics.</p> <p>This is achieved through:</p> <ul style="list-style-type: none"> <li>the design of business rules, rostering and resource planning processes and standards that deliver efficient and effective use of the SAS as part of implementation</li> <li>the upskill of BAU team members in the new system and workflow processes</li> <li>the identification, analysis and documentation of non-normal work processes to support disruptions and operational anomalies</li> <li>using a variety of IT systems to gather and analyse information to document SAS resource planning decision making processes; and</li> <li>configuration of the SAS system to agreed business rules; and</li> <li>continuous liaison with Airport Leadership teams and Forward Planning Analysts on recommended standardisation of workforce planning business rules and practices.</li> </ul>
My department:	<p>The Ground Experience department manages and controls the overall performance of Virgin Australia Group airport operations, facilities, lounges and people, ensuring that there are sufficient resources available to meet all safety and regulatory requirements, deliver the best possible experience for our guests, plan for future growth and manage budgets to minimise costs and optimise revenue for our shareholders.</p>

## Expertise

	Must have	Great to have
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of parameters for workforce planning best practice as outlined in the Ground Crew Agreement, Ground Experience Management and the Workplace Consultative Committee parameters</li> <li>Intricate knowledge of airport operations as they affect resource allocation, including but not limited to, flight schedules, average pax loads, Special Service Request (SSR) movements, deadload information (bags, freight) and airport processes.</li> <li>Strong knowledge of workforce strengths and deficiencies.</li> <li>Intermediate knowledge of Microsoft Word, Outlook and Excel.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of aviation regulatory compliance requirements.</li> <li>Demonstrated knowledge of the interconnected processes in airport operations.</li> <li>Experience with GroundStar or another workforce management system such as Kronos Shift Logic or Sabre AirCentre.</li> </ul>
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>Relevant tertiary or vocational qualifications.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to simultaneously gather and comprehend information from a variety of sources to analyse requirements and inform decision making.</li> <li>Demonstrated attention to detail.</li> <li>Excellent time management skills, with the ability to prioritise tasks in order to manage competing deadlines.</li> <li>Ability to use information and knowledge to influence and manage stakeholders.</li> <li>Highly developed written and oral communication skills and demonstrated ability to influence key stakeholders through effective verbal and interpersonal communication skills.</li> <li>Strong problem solving skills with ability to 'think on feet' for timely resolutions.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience with airline operations</li> </ul>	<ul style="list-style-type: none"> <li>Resource planning experience for a medium to large sized workforce</li> <li>System implementation experience</li> <li>Change management experience</li> <li>Project co-ordination experience</li> <li>Experience in a range of airport roles.</li> </ul>

## Key Accountabilities

Accountability	Major activities	Key Metrics
1. Safety	<ul style="list-style-type: none"> <li>Continually assess, document, treat and review risks in assigned functional area and modify process/policy to improve and align to best practice</li> <li>Ensure all workforce planning practices designed as part of the project adhere to EBA and Human Factors principles</li> <li>Contribute to SAS Program Risk Assessments and ensure all risks are documented, assessed and mitigated where possible throughout all program phases</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments documented and maintained in Intellex</li> <li>All business rules adhere to EBA/Internal policies (Review/endorsement of all business rules by Workplace Relations &amp; Ground policy owners as part of sign off process)</li> </ul>
2. Finance	<ul style="list-style-type: none"> <li>Ensure that all business processes designed as part of SAS implementation deliver the best cost model for the business</li> <li>Identify any project or system activities that may pose an unbudgeted or unexpected financial cost</li> <li>Ensure clearly documented and achievable budget planning parameters and processes are delivered as part of the project to improve budget and tendering processes &amp; capability</li> </ul>	<ul style="list-style-type: none"> <li>Cost/Benefit analysis for As Is/To Be processes delivers or exceeds project committed financial benefits</li> <li>Where possible all project costs are contained within committed project funding</li> </ul>
3. Operations	<ul style="list-style-type: none"> <li>Completion of data collectors to capture business rules and operational requirements</li> <li>Development and maintenance of As Is/To Be planning process matrix to ensure all current processes are converted to SAS or identified as no longer required and retired from the business</li> <li>Develop, implement and refine resource planning parameters, processes and standards</li> <li>Facilitate regular meetings with key airport stakeholders and project team to:               <ul style="list-style-type: none"> <li>Consult on proposed project business rules to ensure alignment</li> <li>Influence thinking and gain acceptance and alignment on consistent planning processes</li> <li>Obtain business sign off on SAS planning assumptions and processes</li> </ul> </li> <li>Ensure all changes to policy, process &amp; procedures are captured in communication planning and communicated to relevant stakeholders</li> <li>Maintain intimate understanding of front line operations, resource management &amp; day of operations</li> <li>Maintain Ground Star Planning system understanding during the life of the project and promote refinement of processes to support the frontline team members use of the system whilst transitioning to SAS</li> <li>Ensure that all policies/processes designed as part of the project support best service performance and</li> </ul>	<ul style="list-style-type: none"> <li>As Is/To Be planning matrix built and maintained</li> <li>To Be planning standards documented and delivered for approval within all agreed milestones</li> <li>Planning component of Change Management &amp; Communication plans accurate and up to date</li> <li>Ongoing operational knowledge of Ground Star Planning maintained to validate new system processes</li> <li>All processes designed align to divisional KRA's</li> <li>All training material reviewed and approved to ensure alignment with To Be business process</li> <li>All training sessions attended as SME</li> <li>To Be business reports delivered to meet all documented requirements</li> </ul>

Accountability	Major activities	Key Metrics
	OTP <ul style="list-style-type: none"> <li>Implement processes that will maintain or improve divisional KRA performance</li> <li>Mapping of all As Is/To Be report requirements to deliver all business-critical reports</li> <li>Create and maintain a Sabre Airport Suite Process Workbook</li> <li>Where appropriate, assist with training design to ensure the training effectively captures the intent of process and attend TTT sessions to get front-line feedback on process applicability</li> <li>Where appropriate, co-deliver training as the subject matter expert</li> <li>Understand challenges/issues toward delivering best practice</li> <li>Support project implementation at all ports through cutover activities and provision of on-site support during go-live</li> </ul>	
4. Customer	<ul style="list-style-type: none"> <li>Maintain effective relationships with Workforce Planning, Ramp and Guest Services Standards, Training and Quality Assurance teams, Airports, Payroll and Project teams throughout the life cycle of the project</li> <li>Partner with Airport Leadership teams and centralised Workforce Planning team to identify improvements in process and tasks to ensure they are addressed as part of the program of work</li> <li>Establish and maintain regular and structured engagement with internal and external stakeholders to ensure awareness of any corporate changes that may impact project delivery</li> <li>Contribute to the project's change management and communication plans and required outputs</li> <li>Work with the ports and Workforce Planning team to identify and address service performance and OTP issues as part of the business process design</li> </ul>	<ul style="list-style-type: none"> <li>Operations working group forums established and maintained throughout the project for all decision making forums</li> <li>Risks to service and OTP identified throughout the project and addressed/mitigated</li> <li>Delivery of all planning module communications inputs within agreed milestones</li> </ul>
5. Leadership/Culture	<ul style="list-style-type: none"> <li>Work with Workforce Planning advisors, port representatives and program team to ensure that all stakeholders are engaged and informed</li> <li>Act as change champion for the SAS project and product to influence adoption and implementation by front line teams (centralised and airport based)</li> <li>Provide SME support and information to frontline leadership teams to address team queries and concerns during project delivery,</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder feedback on project engagement</li> <li>Attend ports/cut over as change champion to promote system change and uptake</li> <li>All team member queries responded to within agreed SLA</li> </ul>

**Purpose and Values** are relevant to every Virgin Australia team member.

<b>Spirit</b>	<b>Heart</b>	<b>Collaboration</b>	<b>Imagination</b>
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Zest for life Positive Energetic Spontaneous Passionate	Genuine Authentic Heartfelt Care Respectful Personal Sincere	Inclusive Together People / people involving Caring for others Engaging Open	Creativity Finding ways Progressive thinking
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## Key interactions

Internal	Airport Manager, Guest Services / Airside / Airport Control Operations Managers and Teams, People Team, Capability & Business Improvement Team, Payroll, IT.
External	Industry Partners and associated industries. Labour contract suppliers.

## Our Expectations

### You are expected:

1. To be the ultimate Virgin Australia champion of better through living, breathing and promoting the Virgin Australia purpose and values – Spirit, Heat, Collaboration and Imagination
2. To demonstrate our Leadership Behaviours: Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures.
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with.
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive, heartfelt and fun experiences for all.

## Sign off

I have read and understand the requirements of this position. I agree to consult with my Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name: [Add name]	Signature:	Date: [Add date]
Leader's Name: [Add name]	Signature:	Date: [Add date]