Rostering Advisor

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

Role Summary

My Role:	During this secondment the Rostering Advisor's key objective is to support the design, development and implementation of the Sabre Airport Suite (SAS) workforce management system, focussing on resource planning. This is achieved through: ▪ 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 ▪ the upskill of BAU team members in the new system and workflow processes ▪ the identification, analysis and documentation of non-normal work processes to support disruptions of operational anomalies ▪ using a variety of IT systems to gather and analyse information for the purpose of documenting SAS Rostering resource planning decision making ▪ configuration of the SAS system to agreed business rules; and ▪ continuous liaison with Airport Leadership teams and Forward Planning Analysts on recommended standardisation of workforce planning business rules and practices.
My department:	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.

Expertise

	Must have	Great to have
Knowledge	- Knowledge of rostering best practice as outlined in the current Ground Crew Agreement (EBA), - 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. - Strong knowledge of workforce strengths and deficiencies. - Intermediate knowledge of Microsoft Word, Outlook and Excel.	- Knowledge of aviation regulatory compliance requirements. - Demonstrated knowledge of the interconnected processes in airport operations. - Experience with Kronos Shift Logic or another workforce management system such as GroundStar, GOPs or Sabre AirCentre.
Qualifications		Relevant tertiary or vocational qualifications.
Skills	- Ability to simultaneously gather and comprehend information from a variety of sources to analyse requirements and inform decision making. - Demonstrated attention to detail - Excellent time management skills, with the ability to prioritise tasks in order to manage competing deadlines - Ability to use information and knowledge to collaborate with, influence and manage stakeholders - Highly developed written and oral communication skills and demonstrated ability to influence key stakeholders through effective verbal and interpersonal communication skills - Strong problem-solving skills with ability to 'think on feet' for timely resolutions	
Experience	Experience with airline operations	- Resource planning experience for a medium to large sized workforce - System implementation experience - Change management experience - Project co-ordination experience - Experience in a range of airport roles.

Key Accountabilities

Accountability	Major activities	Key Metrics
1. Safety	- Continually assess, document, treat and review risks in assigned functional area and modify process/policy to improve and align to best practice - Ensure all rostering practices designed as part of the project adhere to EBA and Human Factors principles within Ground - Contribute to Sabre Airport Suite (SAS) Program Risk Assessments and ensure all risks are documented, assessed and mitigated where possible throughout all program phases	- Risk assessments documented and maintained in Intelex - All business rules adhere to EBA/Internal policies (Review/endorsement of all business rules by Workplace Relations & Ground policy owners as part of sign off process)
2. Finance	- Ensure that all business processes designed as part of SAS implementation deliver best cost model for the business - Identify any project or system activities that may pose an unbudgeted or unexpected financial cost to the project	- Cost/Benefit analysis for As Is/To Be processes delivers or exceeds project committed financial benefits - Where possible all project costs are contained within committed project funding
3. Operations	- Completion of data collectors to capture business rules and operational requirements - Development and maintenance of As Is/To Be rostering process matrix to ensure all current processes are able to be converted to SAS or identified as no longer required - Develop, implement and refine rostering / resource planning processes and standards - Facilitate regular meetings with key airport stakeholders and project team to: - Consult on proposed project business rules to ensure alignment across all ports - Influence thinking and gain acceptance and alignment on consistent rostering processes - Obtain sign off on SAS rostering processes - Ensure all required changes or new policy, process & procedures are documented and communicated to relevant stakeholders - Maintain intimate understanding of front line operations, resource management & day of operations - During the life of the project maintain Shift Logic system understanding and promote refinement of processes to support the use of the system whilst transitioning to SAS - Ensure that all policies/processes designed as part of the project support best service performance and	- As Is/To Be rostering matrix built and maintained - To Be rostering standards documented and delivered for approval within all agreed milestones - Rostering component of Change Management Plan & Communication plan accurate and up to date - Ongoing operational knowledge of Shift Logic maintained to validate new system processes - All processes designed align to divisional KRA's - All training material reviewed and approved to ensure alignment with to be business process - All training sessions attended as SME - To Business reports delivered to meet all business reporting

Accountability	Major activities	Key Metrics
	OTP ▪ Implement processes that will maintain or improve divisional KRA performance ▪ Mapping of all as is/to be reports to deliver single click tailored solutions for all business-critical reports ▪ Create and maintain a Sabre Airport Suite Process Workbook ▪ 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 ▪ Where appropriate, co-deliver training as the subject matter expert ▪ Understand challenges/issues toward delivering best practice ▪ Support project implementation at all ports through cutover activities and provision of on-site support during go-live	requirements
4. Customer	▪ Maintain effective relationships with Workforce Planning Team, Ramp and Guest Services Standards, Training and Quality Assurance teams, Airports, Payroll and Project teams as required ▪ Partner with airport leadership teams and centralised resource planning team to identify improvements in process and tasks to ensure they are addressed as part of the program of work ▪ Establish and maintain regular and structured engagement with internal and external stakeholders to ensure awareness of any corporate changes that may impact project delivery ▪ Contribute to the project's change management communication plans and required outputs ▪ Work with the ports and centralised RP team to identify and address (where possible) service performance and OTP issues as part of the business process design	▪ Operations working group forums established and maintained throughout the project for all decision making forums ▪ Risks to service and OTP identified throughout the project and addressed/ mitigated ▪ Delivery of all planning module communications inputs within agreed milestones
5. Leadership/Culture	▪ Work with centralised RP team, port representatives and program team to ensure that all stakeholders are engaged, informed ▪ Act as change champion for the SAS project and product to influence adoption and implementation by front line teams (centralised and airport based) ▪ Provide SME support and information to frontline leadership teams to address team queries and concerns during project delivery,	▪ Stakeholder feedback on project engagement ▪ Attend ports/cut over as change champion to promote system change and uptake ▪ All team member queries responded to within agreed SLA

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

Spirit	Heart	Collaboration	Imagination

Zest for life	Genuine	Inclusive	Creativity
Positive	Authentic	Together	Finding ways
Energetic	Heartfelt	People / people involving	Progressive thinking
Spontaneous	Care	Caring for others	
Passionate	Respectful	Engaging	
	Personal	Open	
	Sincere		

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]