



Position Snapshot

Position Title:	Load Controller
Division / Department:	Integrated Operations Centre / Load Control
Location:	Head Office
Reports to:	Manager, Customer Recovery & Load Control
Direct reports:	0
Level:	1C
Award:	Airline Operations Ground Staff Award 2020
Classification:	Clerical administrative and support / Level 4
Date:	September 2021

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Load Controller role is to As a Load Controller you will be required to provide load planning functions, generation of Load Instruction Reports and Load Sheets while ensuring all operational tasks are achieved and regulatory/company procedures are adhered to.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

Load Control is a motivated technical team within the Integrated Operations Centre that ensure safe loading and therefore safe flying of the Virgin Australia aircraft. High technical skills and knowledge are demonstrated in the day to day operation of the Load Control team

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing) - Participate in the SMS and SeMS by identifying and reporting hazards to the operation - Be aware of personal safety matters including the emergency procedures relevant to role location - Adhere to all documented operating procedures - Actively participate in Safety Shares - Actively participate in Better Me initiatives - Actively participate in the Groups emergency response program - Participate in consultation of WHS matters as related to your working environment - Challenge unsafe behaviours in others - Abide by the lawful directions of security personnel and law enforcement officers. - Actively participate in the Group's Resilience program.
Financial	<ul style="list-style-type: none"> - Optimisation of payload - Leave management
Customer	<ul style="list-style-type: none"> - Ensure accurate Loading documentation is delivered in a timely manner, adhering to prescribed timelines. - Effectively communicate policy and procedural changes to all relevant stakeholders - Effectively capture non-standard events in Capiche or the Load Control Operational Log - Effectively communicate operational issues or restriction to relevant operational departments e.g - Flight Ops Engineering, Flight Dispatch, Ops Control, Maintenance Watch or Customer Recovery - Provide support and advice where required to external customers, such as Cargo, Engineering & Airside Services

Accountability	Major Activities
Operational	<ul style="list-style-type: none"> - Monitor the Load Control System to ensure accurate load plan data for ground crew and flight crew to enable safe, compliant and efficient flight operations ensuring aircraft depart with correct load documentation - Monitor the Load Control System and messaging to ensure loading data and documentation is delivered in a timely manner - Maintain a safe operation through adherence to departmental Standard Operating Procedures (SOP) - Liaise with relevant authorities and service providers on matters pertaining to Load Control operations - Work closely with Flight Dispatch, Customer Recovery, Ops Control, Cargo, Maintenance Watch and Flight Operations to ensure optimal loads are planned across the Virgin Australia Group. - Capiche is maintained with accurate and pertinent information - Make recommendations with respect to Load Control Policy and SOP's. - Completion of all shift specific duties in an accurate and timely manner - Adhere to all CASA safety regulations - Ensure load plan documentation is produced in accordance with regulatory and company requirements during technical and manual outages - Complete and maintain all technical qualifications and training - Work with all key stakeholders to ensure compliance in areas impacted by Load Control - Health & Safety - compliance to all company policies and procedures.
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 EEO, DAMP and conflict resolution - Actively prompt an inclusive workplace - Identify problems and provide solutions to improve the department - Input to and support departmental strategies

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	Diploma / CERT IV in related areas	Industry related tertiary certification - degree

Requirement	Essential	Desirable
Experience	<ul style="list-style-type: none"> - Demonstrated understanding of airline or similar logistical operations - Strong proven knowledge of the principles of Load Control and their application in a commercial airline environment - Understanding principles of aircraft weight & balance and aircraft performance - Knowledge of applicable Civil Aviation Orders, Regulations and Aeronautical Publications - Understanding of ground handling processes 	<ul style="list-style-type: none"> - Previous experience as a Load Controller and/or experience in Load Planning/Control activities - Understanding of additional systems which support the Load Control, position (eg, reservations systems or manual loading systems) - Tertiary education in a business discipline or airline operations management - CASA approved Load Control license - Dangerous Goods awareness approved - Ground Operations experience - Demonstrated understanding of the theory of flight
Skills	<ul style="list-style-type: none"> - Highly proficient in Microsoft Office suite and general computer literacy - Proven ability to source multiple forms of information and provide accurate recommendations based on the information available - Exceptional communication and leadership 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, with varying deadlines and priorities - Understand both the broad objectives of the role and overall division - Both emotional and social intelligence and the application of this within the workforce 	<ul style="list-style-type: none"> - Ability to understand complex technical problems and implement solutions that are effective
Knowledge	<ul style="list-style-type: none"> - Demonstrated understanding of Load Control principles - Understanding of high capacity airline logistics - Effective workload and time management 	<p>Theory of flight and the impact Load Control has on this</p>

Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Displays a passion for delighting both internal and external customers • Seeks to understand customer needs by actively listening to their thoughts and concerns • Embraces diversity and is responsive to different experiences, perspectives, values and beliefs • Is curious and continuously looks for ways to learn and improve • Knows, understands and follows standard operating procedures • Is authentic and honest, can admit to making mistakes
Desire to be Better	<ul style="list-style-type: none"> • Strives to improve experiences for internal and external customers • Has a curious mind towards identifying opportunities and finding ways to be better • Demonstrates a high level of personal motivation to learn and develop • Resourceful and creative with coming up with solutions • Identifies and contributes ideas for improvement • Identifies, addresses and reports safety hazards
Collaborates	<ul style="list-style-type: none"> • Displays passion for sharing knowledge and ideas • Voices opinions and new ideas freely • Respects differences and seeks to understand diverse perspectives • Works constructively in and across teams, viewing every interaction as an opportunity to collaborate • Is curious and open-minded to new ideas, perspectives and approaches • Clarifies own understanding and embraces alternate view • Challenges behaviours that compromise safety
Inspires Team	<ul style="list-style-type: none"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures
Creates Future	<ul style="list-style-type: none"> • Welcomes change and remains positive in the face of ambiguity • Seeks information to understand change and impacts • Demonstrates a change mindset, flexibility and openness • Understands the need for VA Group to be innovative and drive business improvement • Seeks to understand Virgin Australia's strategy and how they can contribute • Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes
Drives Results	<ul style="list-style-type: none"> • Plans work to deliver within expected timeframes • Shows energy, enthusiasm and initiative for achieving own goals • Follows through on commitments to both internal and external customers • Seeks guidance and support to address obstacles and achieve set goals • Integrates feedback and takes responsibility for achieving own goals • Delivers outcomes within standards operating procedures.