



## Position Snapshot

Position title	Crew Training Planner (Flight or Cabin Crew)
Business/ Division/ Department	Operations / Network Operations / Crew Planning Services
Location	Brisbane Head Office
Reports to	Team Leader Crew Training (Flight or Cabin Crew)
Direct reports	NIL

## Organisational Context

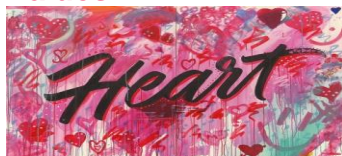
Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

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.

## Values



## Overall Impact Statement

Crew Planning Services 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. The department comprises a dedicated team of analysts, crew planners and trainers 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.

Crew Training Planner is a pivotal role in the organisation, required to produce legal, safe and efficient Flight Crew and Cabin Crew Training Plans/Rosters in strict accordance with regulatory and company policy and procedures. Reporting to the Team Leader (Flight Crew or Cabin Crew Training) and working in a diverse and professional team you will be required to produce Flight Crew and/or Cabin Crew Training rosters for the Virgin Australia fleet including regional, domestic and international operations.

As a Flight/Cabin Crew Training Planner, your role will encompass the coordination of all aspects of Flight and/or Cabin Crew training roster production and day of operations recovery including initial, upgrade, conversion, transition and recurrent training programs along with the management and maintenance of all associated records and qualifications. This role will enable you to gain specialised knowledge in regard to the application of regulatory work

rules set by aviation governing departments. This is a unique opportunity to work closely with influential internal and external stakeholders.

## Key Accountabilities

### Crew Training

- Maintain crew records in accordance with CASA, IOSA and Company Regulations
- Plan all Initial Intake, Command, Recurrent, Upgrade, Conversion; Differences; Transition; refresher and associated line training
- Monitor; plan and allocate flight recency
- Plan all instructor training; application and ongoing maintenance of relevant instructor qualifications
- Liaise with Flight Standards on Check and Training roster requirements; and/or
- Liaise with Cabin Crew Training Standards: Leaders Crew Training and Cabin Crew Management on check and training matters
- Respond to daily operational disruptions affecting training, recovering training in a timely manner both within and outside of the day of operation
- Action all training in a timely manner in conjunction with Flight Standards, Cabin Crew Training Standards, Tactical Operations and Crew Control
- Manage training device bookings in an efficient, cost effective manner, ensuring that it is compliant with company and regulatory requirements working closely with external suppliers eg Flight Simulators
- Management and co-ordination of third party suppliers (eg, training devices & contract instructors)
- Ability to solve complex crew training problems whilst balancing budget; efficiency & crew engagement with safety; compliance & productivity
- Effective use of training resources whilst maintaining a suitable workload and mix of personal requirements for all Check and Training Captains and Crew Instructor working groups
- Advise payroll of upgrades and other completed training which may affect crew pay and allowances
- Provide advice to relevant management groups of Check and Training Captain and Instructor resource requirements on an ongoing basis
- Regular communication and technical support to Tactical Operations and Crew Control regarding training recovery
- Efficient planning of all training to maintain operational coverage
- Conduct regular analysis of Check and Training Resources to ensure we can meet operational requirements
- Liaise with external suppliers for equipment, device and room requirements
- Maintain all crew qualifications
- Ensure all industrial and regulatory requirements have been adhered to by way of legality checks
- Deliver training within required timeframes to meet resource demand
- Participate and input into regular Flight Standards, Cabin Crew Training Standards and various Training Meetings
- Support Crew Roster Planners as required
- Apply the above for all airline and crew groups and fleets (long haul, short haul, short haul international, domestic and regional) ensuring the varying EBA requirements (multiple EBAs and work rule sets) and regulatory requirements (2 AOC's) are adhered to

## **Quality Control, Compliance and Continuous Improvement**

- Ensure training instructor standards are met as required by legislation
- Maintain crew records in accordance with CASA and company regulations
- Record all crew initial, annual check and training requirements to ensure appropriate qualification prior to line duties
- 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 roster planners and the analyst team on reserve, pairings and resource coverage for input into the forward plan
- Identify potential process improvements and make recommendations for their implementation
- Contribute concepts for consideration in Industrial and company policy
- Maintain compliance with internal training and communications
- Ensure all documentation, checklists and procedures are up to date
- Participate in external and internal audits as required ensuring all findings, observations and risks are addressed
- All mandatory training and operational notices are completed, read and understood

## Key Requirements

Essential	Desirable
<ul style="list-style-type: none"><li>• Application of industrial work rules</li><li>• Conversant working with CASA, IOSA and company regulations</li><li>• Intermediate Computer skills including Microsoft Office skills (Word, Excel, PowerPoint, Outlook)</li><li>• Experience in understanding of rostering and resource planning processes, crew training processes, theories and methodologies</li><li>• Previous experience in a crew rostering or crewing environment</li><li>• Experience as working as part of a team</li><li>• Minimum 2 years experience rostering of finite resources in the aviation sector to achieve specific outcomes (or similar sector)</li><li>• Exposure to delivering results within restrictive timeframes in a fast paced and dynamic environment</li><li>• Ability to multi task and work to concurrent deadlines</li></ul>	<ul style="list-style-type: none"><li>• Relevant Tertiary Qualifications</li><li>• Knowledge of aircrew resource management systems (Sabre AirCrews, Mint training, Geneva) and optimisation systems (Kronos Altitude Pairing &amp; PBS)</li><li>• Experience in aircrew planning or rostering role</li><li>• Experience using a workforce planning (rostering) application in an airline environment</li><li>• Airline industry operations and/or planning experience</li></ul> <p>Previous experience in SharePoint</p>

## Role Competency Requirements

Delight Customers	<ul style="list-style-type: none"> <li>• Initiates customer centric solutions</li> <li>• Seeks to enhance customer experiences and improve outcomes</li> <li>• Seeks and identifies opportunities to surprise and delight customers (internal and external)</li> <li>• Supports digital transformation initiatives and understands how they can improve processes and customer interactions</li> </ul>
Communicate & Engage	<ul style="list-style-type: none"> <li>• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</li> <li>• Builds rapport and proactively strengthens connections with others</li> <li>• Tailors messages for maximum impact</li> <li>• Leverages different mediums to present information and ideas</li> </ul>
Connect & Partner	<ul style="list-style-type: none"> <li>• Builds trusting, cooperative partnerships, supporting others in challenging situations</li> <li>• Embraces collaboration and connection beyond organisation boundaries</li> <li>• Actively seeks opportunities to partner with others to achieve extraordinary outcomes</li> <li>• Checks and aligns own work with team goals</li> </ul>
Embrace Change	<ul style="list-style-type: none"> <li>• Demonstrates hunger for change, is comfortable with being uncomfortable</li> <li>• Engages with others and demonstrates empathy and caring in the face of change</li> <li>• Prepares for change, seeking opportunities to contribute to change initiatives</li> <li>• Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response</li> </ul>
Innovate & Improve	<ul style="list-style-type: none"> <li>• Identifies issues in existing systems and processes that may not be obvious to others</li> <li>• Challenges the status quo and offers progressive ideas and solutions</li> <li>• Recognises ideas of all stakeholders and encourages innovative approaches</li> <li>• Embraces digital opportunities in data analytics to improve processes and customer insights</li> </ul>
Diversity of Thinking	<ul style="list-style-type: none"> <li>• Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</li> <li>• Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</li> <li>• Expresses own point of view and challenges basic assumptions</li> </ul>
Strategy & Direction	<ul style="list-style-type: none"> <li>• Delivers outcomes within standards and guidelines</li> <li>• Understands Group's purpose and strategy and aligns own work</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions</li> </ul>
Drive Business Outcomes	<ul style="list-style-type: none"> <li>• Demonstrates persistence and perseverance in the face of obstacles</li> <li>• Shows personal accountability for achievement of job-specific outcomes</li> <li>• Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</li> <li>• Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</li> </ul>

Motivate others & Self	<ul style="list-style-type: none"><li>• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</li><li>• Promotes and encourages excellence, growth and autonomy in self and others</li><li>• Applies learning from previous experiences to improve future approaches and solutions</li></ul>
------------------------	--