

Load Controller

Virgin Australia strategic objectives

Australia's Favourite Airline Group. Leading through loyalty – customers, partners and community

1. Impress our customers
2. Strengthen our relationships
3. Be business smart
4. Put safety first and deliver operational excellence
5. Our people at their best

Level	1	Location	Brisbane Head Office
Department	Flight Planning Services	Division	Network Operations
Group	Operations	Direct Reports	Nil
Reports to	Duty Leader, Flight Planning Services	Manager once removed (MOR)	Manager, Flight Planning Services
Role Scope		Created / Updated	June 2017

Role Summary

Role purpose

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. Flight Planning Services is part of Network Operations and comprises of Flight Dispatch, Slot Control and Load Control functions.

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Financial	<ul style="list-style-type: none"> Optimisation of payload Leave management 	<ul style="list-style-type: none"> Desired fuel targets achieved Desired load plans achieved Load Planning optimised and in accordance with regulatory and company policy (A34.1, A34.2, A6, A5.4 & periodical changes through LCON, LCOIC etc) Personal leave balance acquittal Efficient and accurate load planning
2. Customer	<ul style="list-style-type: none"> Ensure accurate Loading documentation is delivered in a timely manner Effectively communicate policy and procedural changes to all relevant stakeholders Effectively capture non-standard 	<ul style="list-style-type: none"> Minimal OTP delays attributed to Load Control Load Planning documentation (GLIR's, Load Sheets) issued within KPI requirements through monitoring the Amadeus timeline Verbal and written communication is

Accountability	Major activities	Key Metrics
	<p>events in the Load Control Operations Log</p> <ul style="list-style-type: none"> Effectively communicate operational issues or restrictions to relevant operational departments eg, Flight Dispatch, Operational Control, Maintenance Watch, Customer Disruption Services etc 	<p>clear, concise and factual</p>
<p>3. Operational</p>	<ul style="list-style-type: none"> Monitor Amadeus 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 the correct load documentation. Monitor Amadeus System and messaging to ensure loading data and documentation is delivered in a timely manner, (within KPI requirements) Maintain a safe operation through adherence to Standard Operating Procedures (SOPs) Liaise with relevant authorities and service providers on matters pertaining to Load Control operations Work closely with Flight Dispatch, Customer Disruption Services, Operations Control, Maintenance Watch and Flight Operations to optimise load plans across the group. Load Control Operations Log is maintained with accurate information on events Make recommendations with respect to the Load Control Policy and SOP's Completion of all shift specific duties in an accurate and timely manner Ensure all stakeholders are advised of any irregular operations as soon as possible following the required SOP Maintain currency on manual load and trim sheets Support the education of the pilot community in the work performed 	<ul style="list-style-type: none"> Timely promulgation of identified payload issues to key stakeholders Payload optimised to achieve maximum efficiencies. Co-ordination with Maintenance Watch and Flight Dispatch in relation to MEL restrictions Liaise with Flight Operations management, OCC management when abnormal operations may impact the flying operation. Reporting of inaccuracies in database to support team for rectification System messaging is constantly monitored and actioned in a timely manner Provide Operations Control with technical advice where required Opportunities and process improvement initiatives implemented as and when determined Accurate and timely completion of activities in accordance with SOPs within required timeframes Timely liaison with OCC departments regarding operational matters Feedback from the department's stakeholders indicating service levels achieved Willingness to champion new ideas/rules and ability to adapt to changes which support the direction of the airline i.e. departmental targets/internal processes Maintain currency and perform Load Control activities on aircraft type ratings

Accountability	Major activities	Key Metrics
	by Load Control	
4. Safety (Compliance and Health & Safety)	<ul style="list-style-type: none"> CASA compliant (Safe & Secure) Adhere to all CASA safety regulations. Ensure all load plan documentation is produced in accordance with regulatory and company requirements during technical and manual outages. Complete all technical training requirements Maintain Load Control currency Safety & SLF report submission Procedures and policies are followed and adhered to Work with all key stakeholders to ensure compliance in areas impacted by Load Control Health & Safety - Compliance to all company policies and procedures relating to safety. 	<ul style="list-style-type: none"> Day-to-Day Load Control activities are conducted in accordance with regulatory and company requirements Training requirements completed in a timely manner Currency requirements not expired Occurrences below SLA (Service Level Target) Non-compliance notices from internal and external parties CASA/QA audit findings Feedback from key stakeholders indicating irregularity in application of SOP's All safety programs are completed prior to expiry date
5. 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 KOWF, EEO and disputes resolution. Actively promote an inclusive, consultative workplace. Identify problems and provide solutions to improve the department Input to and support for departmental strategy 	<ul style="list-style-type: none"> Team member feedback including People Surveys, 360 degree feedback, etc. Robust solutions (ideas) implemented to improve the department Active participation in training, workshops and forums to enhance your development

Decision Making Authority

Decisions role expected to make	Recommendations role expected to make

Values and behaviours

We think customer

- Our customers are at the heart of everything we do

- We are passionate about creating an outstanding flying experience
- We deliver consistently high service internally and externally

We do the right thing

- We always put safety first
- We act with integrity and honesty
- We create a sustainable and inclusive environment for our people and the community

We lead the way

- We lead by example
- We have the courage to think differently
- We innovate

We are determined to deliver

- We do what we say we're going to do
- We are responsive
- We are committed to excellence in all we do

Together we make the difference

- We work together to achieve success
- We consider our impact on others
- Our people set us apart

Expertise

	Must have	Great to have
Knowledge/qualifications	<ul style="list-style-type: none"> • Demonstrated understanding of airline or similar logistical operations • Strong working knowledge of the principles of Load Control and their application in a commercial airline environment • Understanding of principles of aircraft weight & balance and aircraft performance. • Knowledge of applicable Civil Aviation Orders, Regulations and Aeronautical Publications. • Understanding and/or awareness of regulatory load control requirements • 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, reservation systems, manual loading systems etc) • Tertiary qualification in a business discipline or airline operations management. • CASA approved Load Control licence • Dangerous Goods awareness approved • Ground operations experience • Pilot licence subjects
Skills	<ul style="list-style-type: none"> • Highly proficient in the Microsoft Office suite. • Proven ability to source multiple forms of information and provide 	<ul style="list-style-type: none"> • Ability to understand complex technical problems and implement solutions that are effective

	Must have	Great to have
	<p>accurate recommendations based on this information</p> <ul style="list-style-type: none"> • Exceptional communication 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 • Understands both the broad and detailed objectives of the Flight Operations and Operations Control Units. 	
Experience	<ul style="list-style-type: none"> • Previous experience in the conduct of Load Control activities • Experience working in a high capacity airline logistics environment • Experience working in a high-pressure operational environment. 	<ul style="list-style-type: none"> • Previous experience in a Load Control, or Ramp Operations environment • Effective workload management

Key interactions

Internal	Duty Leader FPS, Lead Load Controller, FPS team members, Duty Leaders within other Network Operations departments, OCC Duty Managers, Support team members within Network Operations, Network Operations Leadership Team (NOLT)
External	<p>Ground Operations team members</p> <p>Flight Operations Management.</p> <p>Team Leaders and Managers of other divisions outside Network Operations, in particular those divisions located within OCC.</p> <p>AirservicesAustralia, particularly the National Operations Centre and regional Managers.</p>

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