

## Resource Planner

### 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

<b>Level</b>	1	<b>Location</b>	Brisbane
<b>Division</b>	Ground Operations	<b>Department</b>	Workforce Planning
<b>Group</b>	VAA	<b>Direct Reports</b>	Nil
<b>Reports to</b>	Leader, Rostering	<b>Manager Once Removed</b>	Leader, Workforce Planning
<b>Created</b>	28/07/04	<b>Updated</b>	27/02/2017

### Role Summary

#### Role purpose

<p>As part of the Ground Experience resource management team, the Resource Planner will be responsible for:</p> <ul style="list-style-type: none"> <li>The effective rostering of Ground Crew to meet operational requirements, taking into consideration the parameters of the Ground Crew Agreement 2018, training, leave and other requirements to meet outcomes for safety, service delivery, on time performance and optimal productivity.</li> <li>On time and accurate roster publish for Ground Crew team members</li> <li>Providing information to relevant stakeholders to improve the resource management process, including advice on skills shortages and resource opportunities</li> </ul>
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#### Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Finance	<ul style="list-style-type: none"> <li>Allocate work in resource plan in most cost-efficient manner for labour coverage whilst also meeting needs of the operations</li> <li>Identify and make recommendations to improve safety, efficiency, performance and culture as they relate to both resource planning and general operational matters</li> <li>Regular consultation with stakeholders to review and recommend policy/procedure amendments that address end user satisfaction issues.</li> <li>Incorporate feedback from stakeholders into processes where appropriate to</li> </ul>	<ul style="list-style-type: none"> <li>Identification of initiatives to improve Ground Experience resource management practices</li> <li>Contributing to achieving relevant performance targets across KRAs</li> <li>Reports created effectively in a timely manner</li> </ul>

Accountability	Major activities	Key Metrics
	<p>ensure continuous improvement and align with service focussed approach</p> <ul style="list-style-type: none"> <li>• Implement processes that will maintain or improve divisional KRA performance</li> <li>• Regularly provide feedback to Ground Experience Analysts, Forward Planning Analyst and Airport Leadership team on resource requirements so that most efficient and cost effective future rosters can be achieved.</li> <li>• Generate accurate reports to measure costs of labour variances (planned vs. actual) or other costs as requested/directed.</li> </ul>	
2. Operations	<ul style="list-style-type: none"> <li>• Allocating team members to the shift plan provided by Workforce Planning Analysts to ensure all work is covered efficiently and in line with local Airport requirements</li> <li>• Maintain understanding of factors driving work requirements such as load factors, baggage loads, freight loads etc.</li> <li>• Provide recommendations to Leader, Workforce Planning in regards to staff recruitment and new team member entry into the roster.</li> <li>• Ensure equality, fairness, transparency and procedural compliance of allocating team members to shifts</li> <li>• Training – Working with the Lead Trainers, ensure training is included in the roster to maintain team member compliance and provide feedback on identified skill shortages</li> <li>• Administer leave as per EBA and relevant policies for EBA and non-EBA team members in a timely manner</li> <li>• Proactively manage leave liability for the port</li> <li>• Provide support to Forward Planning Analyst as required post roster publish</li> <li>• Administration outside of roster publish, including producing reports for Airport Leadership, managing accurate team member details in rostering system and managing long-term absence</li> <li>• Ensure data in roster system is accurate to actual work performed and meets requirements of Ground Crew Agreement or applicable Award conditions</li> </ul>	<ul style="list-style-type: none"> <li>• On time publish of rosters every roster period as per the Ground Crew Agreement 2013 and to the quality agreed to with Airport Management</li> <li>• Regulatory training is being scheduled to ensure all airport staff are compliant</li> <li>• Role based training is rostered for appropriate staff in a timely fashion at an acceptable cost to the business.</li> <li>• Unassigned shifts at roster publish at acceptable number</li> <li>• Leave is being allocated as per EBA and relevant policies</li> <li>• Targets are met for minimisation of leave liability</li> <li>• Reporting of leave offered at roster publish to Airport Management</li> <li>• Reports are accurate and delivered to appropriate managers in a timely fashion</li> <li>• Accurate team member details are maintained in the rostering system</li> </ul>

Accountability	Major activities	Key Metrics
	<ul style="list-style-type: none"> <li>Action pay queries from team members and raise with Payroll where appropriate</li> </ul>	
3. Safety	<ul style="list-style-type: none"> <li>On time publish of roster</li> <li>Hand over published roster to Forward Planning Analyst as per agreed timeframes and with minimal unassigned shifts</li> <li>Ensure safety of guests, team members and company equipment and property by ensuring that team members are rostered tasks that they are appropriately qualified to perform</li> <li>Ensure rostered work and additional hours offered to team member complies with requirements as agreed within the Ground Crew Agreement or by local management standards (eg. minimum rest break, does not exceed max hours or consecutive days).</li> <li>Identification of issues related to rostering that affects service and OTP opportunities and assist with development of solutions to improve.</li> <li>Timely actioning of requests from team members linked to initial roster or leave requests</li> </ul>	<ul style="list-style-type: none"> <li>On time publish of rosters</li> <li>Nil EBA breaches at roster publish</li> <li>Ground Experience Service performance (Net Promoter Score, GST, GEA, Compliments/Complaints)</li> <li>OTP performance (OTP 60%; IATA 90%; Head starts 90%; 35-minute turn performance, etc.)</li> <li>Respond to Airport Leadership and team member queries in a timely and professional manner</li> </ul>
4. Customer	<ul style="list-style-type: none"> <li>Maintain effective relationships with Ramp and Guest Services Standards, Training and Quality Assurance teams, Airports and project teams. Partner with airport leadership team to identify improvements in process and tasks and liaise with appropriate stakeholders to ensure they are addressed</li> <li>Partner with stakeholder's team to influence best practice resource management</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of upcoming changes</li> <li>Communication of changes to allow effective change management</li> <li>Feedback from respective stakeholders</li> <li>Host regular handover sessions with relevant stakeholders</li> </ul>
5. People	<ul style="list-style-type: none"> <li>Contribute to a professional and energised performance environment that supports our values and desired team culture</li> <li>Implement improvements to work conditions to positively influence team member engagement and enablement</li> <li>Actively undertake self-development with attendance at internal training and forums as opportunities arise</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from team members, Leader, and peers on overall engagement and satisfaction</li> <li>Participate in regular check ins with leader</li> </ul>

## Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
<ul style="list-style-type: none"> <li>During roster build ensure shifts are allocated to team members based on skill/qualification/EBA requirements in order to deliver the most efficient Ground Crew rosters, whilst maintaining compliance with the workforce planning Service Level Agreement and resource plans</li> <li>In conjunction with standards agreed with Airport Management, the amount of annual leave, overtime, training, contractor hours, and unassigned shifts to be included at time of roster publish</li> </ul>	<ul style="list-style-type: none"> <li>Recommendations to Airport Management on opportunities for more efficient resource coverage</li> <li>Future recruitment requirements</li> <li>Number of team members to be trained in each skill/qualification</li> </ul>

## 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"> <li>Understanding of resource management practices and systems</li> <li>Intermediate knowledge of Microsoft Excel.</li> <li>Intermediate knowledge of Microsoft Word and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Airport Operations in relation to resource allocation, impact of flight schedules and other environmental factors on resource planning and airport-based processes</li> <li>Knowledge of parameters for rostering set by Ground Crew Certified Agreement, Ground Experience Management and Consultative Committee</li> <li>Tertiary qualifications or industry-related qualifications in aviation management, project management, front-line management, business or other related field</li> </ul>

	Must have	Great to have
Skills	<ul style="list-style-type: none"> <li>• Rapid learning ability</li> <li>• Strong problem solving skills.</li> <li>• Sound analytical skills</li> <li>• Ability to manage time and prioritise tasks</li> <li>• Ability to work within multiple/conflicting time constraints.</li> <li>• High level verbal and written communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with Kronos Shift Logic or another workforce management system such as GroundStar or Sabre AirCentre.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Rostering exposure in a medium to large sized workforce</li> <li>• Experience rostering to an EBA</li> <li>• Experience using a resource management system</li> <li>• Experience in maintaining and developing effective stakeholder relationships</li> <li>• Experience in robust reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience with airline resource management</li> <li>• Understanding of the dynamics of a shift working workforce</li> <li>• Experience in training staff in the use of software.</li> <li>• Experience in airport operations.</li> </ul>

## Key interactions

Internal	Airport Manager, Guest Services / Airside / Airport Control Operations Managers and Teams, People Team & Workplace Relations, Training Department, Payroll, Network Operations, Workers Compensation Team, Planning and Improvement Team, IT, Ground Experience Planning & Improvement team.
External	Industry partners and associated industries, Labour contract suppliers

## 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]