



Position Snapshot

Position Title:	Flight Operations Resource Planner
Business / Division / Department:	VARA Flight Operations
Location:	Welshpool – Western Australia
Reports to:	Manager, Business Systems
Direct Reports:	Nil
Classification:	1C
Date:	November 2020

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.

Resource Planners are responsible for the provision, advice and delivery of crew rosters, the planning and recovery of Flight and Cabin Crew training events into the live or future roster and the coordination of all aspects of crew ongoing training requirements along with the compilation and management of related training programs. This position is required to work collaboratively with Training and Crewing functions. Also responsible for the conduct of general administration duties within Flight Operations.

The primary objective of this role is the allocation of training requirements and the production of compliant rosters by assigned deadlines, with proactive consideration of quality measures such as bid satisfaction (where relevant), fairness, productivity targets and operational robustness. Compliance is measured against regulatory and industrial requirements, company policies and guidelines.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Regional Airlines, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

We pride ourselves on recruiting the right people into the right roles and know that it's our people who set us apart from the rest.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

As a result, every person we come into contact with – be it our guests, customers, colleagues or the community, will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities
Information reporting to the Manager Business Systems	<p>Communicate matters affecting Flight Operations:</p> <ul style="list-style-type: none">• Hazards• Regulatory compliance• Staff safety• Section safety and compliance health through safety system assurance programs• Continuous improvement opportunities• Unacceptable risk as defined in the Safety Systems Manual
Service / Compliance Ethics	<ul style="list-style-type: none">• Take ownership and use initiative identify with internal customers by demonstrating a solution focused outcome-based attitude,• Be open and friendly and always treat internal customers with respect• Support other team members through workload sharing and joint problem solving – no demarcation lines• Respond to internal Customer enquiries promptly (same day)• Be proactive in creating business process solutions that reduce cost and/or improve effectiveness,
Planning	<ul style="list-style-type: none">• Prompt and timely receipt of all required inputs to begin the roster planning process• Plan and programming of all intake training, ground schools and promotion training• Schedule training in an efficient and cost effective manner
Roster Period Preparation	<ul style="list-style-type: none">• Prepare and plan roster pre-assignments including, but not limited to, simulator schedule, training, leave, nonoperational duties and other requests.• Liaise with internal Stakeholders on requirements for the roster period (e.g. discuss impacts of requests)• Prepare roster cycle in accordance with planned levels and operational coverage requirements Provide regular communication with on reserve timing and placement.• Establish roster requirements (e.g. target productivity, peak demand periods etc)• Resolve all exceptions prior to commencement of the roster process
Crew Training / Recovery and compliance	<ul style="list-style-type: none">• Ensure that the training portion of Flight and Cabin Crew rosters are formulated to produce crew resource efficiency and comply with Company policy regarding CAO 48 compliance, Training Organisation requirements, fatigue management and EBA compliance

	<ul style="list-style-type: none"> • Ensure all relevant requirement are updated into resource planning prior to importing into Roster Manager • Regather training as required Roster Ad-Hoc trainer and instructor requirements • Communicate with the Training and Crewing functions daily to understand progress of training programs and identify any training events that require rescheduling, • Ensure compliance with safety in the workplace.
Rostering and Planning	<ul style="list-style-type: none"> • Optimise rosters to ensure a balance of bid satisfaction, fairness, productivity targets, cost control, fatigue management and operational robustness. • Manually correct rosters and training to ensure full roster coverage, as required • Conduct regular analysis of resource allocation levels • to ensure an even disbursement of crew resources to cover operational commitments • All industrial and regulatory requirements have been adhered to by way of thorough legality checks • Publish rosters within assigned timeframes • Identify risk factors within the rostering process and communicate proposals to the Manager Business Systems that have the potential to mitigate CAO 48 or EBA breaches, • Do not access Geneva Syscon rules without authorisation from Manager Business Systems, • Conduct and supervise the planning and booking of simulator training to ensure no crew out of service events, no missed simulator events and no regulatory breaches, • Roster Training Organisation requirements in accordance with the documented Training handover process as detailed in the Internal Procedures Manual,
Post Roster Build (Pre-Published)	<ul style="list-style-type: none"> • Review rostering requirements and update achieved outcome in appropriate documents • Check published roster output with regard to equalisation, safety, legality and fatigue and lifestyle issues • Effective utilisation of Check and Training resources • Advise Crew Management of Instructor, Check and Training resource requirements on an ongoing basis • Trend analysis reports & • roster statistics run as assigned • Bidding opened for crew that are eligible • Provide key Stakeholders with an overview of upcoming roster statistics • Produce the roster handover report and other key roster and training statistics
Liaison and communication	<ul style="list-style-type: none"> • Crew Management are kept informed regarding all aspects of Training & Rostering, and the roster build process • Provide advice including recommendations & alternatives on training & rostering issues. • Participate in meetings relating to crew resources
Crew Records Management and maintenance	<ul style="list-style-type: none"> • Record all Crew initial, annual check and training requirements to ensure appropriate qualification prior to line duties • Update systems with changes to crew status and details (e.g. New, full time/part time, promotions, transfers, resignations, terminations, name change)
Quality Control and Continuous Improvement	<ul style="list-style-type: none"> • All documentation, checklists and procedures are up to date • All tasks are performed in accordance with departmental checklists and procedures. • Maintenance of directory structure and files on network drive, share point portal and within applications • Identify process improvements and make recommendations for implementation. • Contribute concepts for consideration in Industrial and company policy • Comply with safety in the workplace
Aircrew Adhoc Leave Planning during roster build period	<ul style="list-style-type: none"> • Process all ad-hoc leave requests and reserve leave with the view of maintaining adequate flight and reserve coverage
Other Duties	<ul style="list-style-type: none"> • Perform all other duties as required to the standard specified and timeframes assigned

Key Requirements

Requirement	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience with working as part of a team • Minimum 1 year experience rostering of finite resources in the aviation sector to achieve specific outcomes (or similar sectors) • Applying Industrial, regulatory rules or enterprise agreements within a business • Exposure to delivering results within restrictive timeframes in a fast paced and dynamic environment 	<ul style="list-style-type: none"> • Experience in a crew planning or rostering role • Experience using Geneva Airline Operations Management System • Planning (rostering) application in an airline environment • Airline operations experience • Flight / Cabin Crew training experience • Knowledge of government regulations
Skills	<ul style="list-style-type: none"> • Ability to multi task and work to concurrent deadlines • Strong IT competency across Microsoft Office 	
Knowledge	<ul style="list-style-type: none"> • Working knowledge of airline industry rules and regulations (or similar) • Hands on experience with an Airline Operations Management System 	<ul style="list-style-type: none"> • Knowledge of aircrew industrial agreements • Working knowledge of training planning • Resource optimisation techniques

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"> 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
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

