Position Snapshot

Position title	Crew Roster Planner
Business/ Division/ Department	Operations / Network Operations / Crew Planning Services
Location	Brisbane Head Office
Reports to	Team Leader Crew Roster Planning
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. Crew Planning Services 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.

As a Crew Roster Planner, your role will encompass the coordination of all aspects of flight crew and/or cabin crew roster production whilst balancing crew satisfaction, fairness, productivity targets and operational robustness. Most importantly, you will ensure that rosters are compliant with all industrial, regulatory and company policies and are published on time. Post publish the roster is handed over to our day of operations team to manage any 'on the day' changes however their feedback will be an important consideration for future rosters, as will your feedback to the training and manpower planning teams on resource availability and training placement.

Key Accountabilities

Aircrew Rostering

- Prepare and plan roster pre-assignments including, but not limited to, training, leave, non-operational duties and other requests
- Liaise with internal Stakeholders on requirements for the roster period (e.g. discuss impacts of requests)
- Prepare standby blocks in accordance with planned levels and operational coverage requirements
- Regular communication with tactical operations on reserve timing and placement
- Establish roster requirements (e.g. target productivity, peak demand periods)
- Resolve all data import/export file issues prior to commencement of the roster process
- Optimise rosters to ensure a balance of bid satisfaction, fairness, productivity targets, cost control, fatigue management and operational robustness
- Manually manipulate 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
- Update systems with changes to crew status and details (e.g. new, full time/part time, promotions, transfers, resignations, terminations, name change, address etc.)
- Liaise with Flight Operations, Cabin Crew management and Airline Operations prior to publish to ensure reserve is best placed to meet demand
- Ensure all industrial and regulatory requirements have been adhered to by way of batch legality check
- All checklists and procedures are carried out and adhered to at all times
- Update checklists and procedures with any changes required and conduct regular reviews of procedures to ensure they are relevant and accurate
- Publication of rosters within assigned timeframes

Aircrew Leave Planning

- Allocate crew leave requests within specified timeframes
- Generate and manage the leave process to ensure all eligible crew are able to submit leave requests
- Manually enter leave requests following the closure of the ballot process to capture outstanding requests
- Process all ad-hoc leave requests with the view of maintaining adequate resource levels across the network
- Review all ad-hoc leave requests and process as required
- Assign left over leave based on leave preferences
- Perform all tasks within the boundaries outlined in the departmental checklists and procedures

Quality Control and Continuous Improvement

- All checklists and procedures are carried out and adhered to at all times
- 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 training planners on training placement and the analyst team on reserve, pairings and resource coverage for input into the forward plan
- Ensure maintenance of directory structure and files on network and within applications
- Identify potential process improvements and make recommendations for their implementation
- Contribute concepts for consideration in Industrial and company policy

Key Requirements

Essential	Desirable
• Intermediate Computer skills including Microsoft Office skills (Word, Excel, PowerPoint, Outlook)	• Knowledge of aircrew industrial agreements
• Experience in understanding of resource planning processes, theories and methodologies	• Knowledge of aircrew resource management systems (Sabre AirCrews, Genevea) and optimisation systems (Kronos Altitude Pairing & PBS)
• Hands on experience with rostering	• Experience in aircrew planning or rostering role
• Experience as working as part of a team	• Experience using a workforce planning (rostering) application in an airline environment
• Minimum 3 years experience rostering of finite resources in the aviation sector to achieve specific outcomes (or similar sector)	• Airline industry operations experience
• Experience in applying Industrial, regulatory rules or enterprise agreements within a business	• SharePoint experience
• Exposure to delivering results within restrictive timeframes in a fast paced and dynamic environment	• Relevant Tertiary Qualifications
• Ability to multi task and work to concurrent deadlines	

Role Competency Requirements

Delight Customers	• Displays a passion for delighting both internal and external customers • Seeks to understand customer needs by actively listening to their thoughts and concerns • Follows through on commitments to customers (internal and external) • Uses digitally enabled technology to delight customers
Communicate & Engage	• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Builds rapport and proactively strengthens connections with others • Tailors messages for maximum impact • Leverages different mediums to present information and ideas
Connect & Partner	• Works constructively in and across teams, viewing every interaction as an opportunity to collaborate • Displays passion for sharing knowledge and ideas • Informs team about work and progress
Embrace Change	• Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Displays resilience and flexibility, remaining focused on achieving outcomes
Innovate & Improve	• Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Recognises ideas of all stakeholders and encourages innovative approaches • Embraces digital opportunities in data analytics to improve processes and customer insights
Diversity of Thinking	• Embraces diversity and is responsive to different experiences, perspectives, values and beliefs • Respects differences and seeks to understand diverse perspectives • Voices opinions and new ideas freely
Strategy & Direction	• Achieves objectives within own job area to deliver results aligned to the Group's strategy • Promotes team understanding of the Group's purpose and strategy and contribution of work to the Group's direction • Considers whether short term goals support long term objectives
Drive Business Outcomes	• Demonstrates persistence and perseverance in the face of obstacles • Shows personal accountability for achievement of job-specific outcomes • Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly

Motivate others & Self	• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Promotes and encourages excellence, growth and autonomy in self and others • Applies learning from previous experiences to improve future approaches and solutions