Virgin Australia

Position Description

Position Snapshot

Position Title: Productivity Specialist

Business / Division / Department: CFO / Group Services / Information Technology

Location: Brisbane Head Office

Reports to: Leader, Specialist Advisor

Direct Reports: NA

Classification: 2A

Employment: Full Time

Date: November 2018

Overall Impact Statement

We are passionate about Championing Better and believe who you are and how you show up is as important as what you do.

The objective of the Productivity Specialist role is to create effortless services and fantastic experiences by driving the successful adoption and real-world business use of our productivity tools and technology. With a heavy focus on Microsoft Office 365 products the Productivity Specialist will offer implementation and functional support including end user training. They will also be responsible for identifying where these tools can be utilised across the Group to achieve efficiencies and ensure Virgin Australia is achieving a return on investment.

Organisation Context

Virgin Australia Group is a major Australian airline group which includes Tigerair and 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 10,000 team members 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, 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.

Key Accountabilities

- Focus on creating business value by striving to understand our Group needs and advocating technology solutions that will make a real impact
- Build, maintain and leverage strong relationships within IT and across the Group in order to influence adoption and utilisation of systems and tools
- Secure business buy-in to use existing products and services offered by IT such as Microsoft Office 365
- Provide functional support and end user training for Office 365, Power BI, NINTEX eForms, LiveTiles, Confluence and Jira
- Clearly define business outcomes and build a high-quality success plan inclusive of customer objectives, stakeholders, milestones, risks and metrics needed to achieve them
- Build and maintain positive engagement with vendors and technology providers to develop successful working relationships that contribute to the effectiveness of technology support
- Create a shared learning culture within our teams that enables continuous improvement and enhances the skills of individuals
- Develop self-service options that enable "help at a glance" and are easy and intuitive for users
- Identify where efficiencies can be gained through the utilisation of our tools across the Group
- Document business-value driven customer success stories and best practices
- Keep pace with Virgin Australia organisational changes to ensure you identify early and adapt as required
- Stay ahead of the curve with technology and industry trends, new system capabilities and identifying opportunities to enhance utilisation and identify efficiencies – always with the objective to increase internal customer satisfaction
- Develop a strong internal support capability by coaching and mentoring individuals within the team
- Promote and comply with People and Safety polices and processes

Key Requirements

Essential

- Strong technical understanding of modern workplace technologies including Microsoft products
- Understanding of the interrelationships between Office 365 products and on-premises solutions
- Proven ability to map the customer's business process to product capability
- Executive engagement skills with an ability to establish trusted advisor relationships with business decisions makers
- Deep passion for making others successful
- Strong training, facilitation, presentation and meeting management skills
- Ability to effectively share knowledge and upskill a wide range of technical and non-technical individuals
- Proactive self-educator with an appetite for learning via hands on experience and informal training e.g. video training, Microsoft roadshows, LinkedIn learning
- Strong analytical and problem-solving skills, as well as ability to respond to demanding workloads within an IT environment
- High level of interpersonal skills for influencing and negotiating with internal and external stakeholders, who often have competing interests
- Track record of identifying opportunities for continuous improvement and delivering effective change
- Relevant tertiary qualifications and/or relevant experience in a large complex organisation

Desirable

- Working knowledge of airline operations
- Knowledge of project management and governance principles
- Basic understanding of IT security protocols
- Basic understanding of the Australian Privacy Principals

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	• Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	• Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	• Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	• Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	• Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	• Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety