



Position Snapshot

Position Title:	CSD Administration Coordinator
Business / Division / Department:	Customer Service Delivery
Location:	Mainline Ports
Reports to:	Head of Customer Service Delivery
Direct Reports:	TBC
Classification:	1C
Date:	August 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.

The CSD Administration Coordinator plays a key business support role through managing the holistic success of the administration function in the port by supporting the leadership team and crew with varied activities including:

- Direct personal administration support for the Head of Customer Service Delivery
- A highly visible and accessible presence with crew to support day of operation and build effective relationships
- Supporting routine and ad-hoc administration and coordination activities, and
- Other coordination activities to support meetings, purchasing, and local projects

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, Tigerair Australia, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! 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.

Around 10,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, North America, and Hong Kong. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

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
Leadership	<ul style="list-style-type: none"> • Responsible for the overall success of the administrative hub in the port, taking a lead oversight role for work / output, delegation and meeting deadlines • Primary contact within port for administrative / support queries and for crew at the airport on day of operations • Build and maintain a positive and productive culture with a one team, solution orientated mentality • Manage performance standards of a small local team and recognise / reward and/or coach team members in line with the Virgin Australia performance framework (Navigate) • Plan training / upskill, allocate work and monitor performance of crew on suitable duties
Administration	<ul style="list-style-type: none"> • Coordination activities to support meeting planning and scheduling, agendas, minutes and action taking / action follow up. • Maintenance of contact lists, whisper contacts, distribution lists and organisation charts. • Financial administration activities such as creation of new suppliers in the system, raising and reconciling purchase orders and processing of invoices to meet payment terms as well as supporting

	<p>WNS outputs and queries.</p> <ul style="list-style-type: none"> • Support the coordination of team functions/events, public affairs / business initiatives and team member gifts • Carry out relevant administrative tasks (ASIC, carparking, access control, system access, uniform) for new hire onboarding and cessation of employment / career break for roles within airport. • Process and track visitor passes • Ensure controlled documentation (including the inventory of controlled documents) is up to date. • Divisional Risk Coordinator, raising and administering risks in InteleX. • Distribution and tracking of Cab Charge vouchers and team reward and recognition vouchers • Stationary orders • Management of centralised inboxes • Receive and distribute mail, packages and port associated deliveries as well as maintaining oversight of the mail area • Administer facilities requests, record and report any related issue. Liaise with Leaders where applicable • Conduct general administrative functions for ramp and flight operations • Complete additional duties or provide adhoc support for other initiatives where required.
<p>Management Support</p>	<ul style="list-style-type: none"> • Provide administrative support to Head of Customer Service Delivery while maintaining full confidentiality • Manage diary, email, phone calls and requests as appropriate • Support Management Team with creation of relevant data packs, performance data and/or reports as required. • Assist airport manager with routine approvals (eg. leave, purchasing) and facilitate approvals from manager where required • Create and monitor travel arrangements for airport manager, leaders and visiting stakeholders including seat editing and flight changes on request. • Where appropriate write / collate and facilitate the release of communications to the airport and ensure intranet and information boards are updated. • Support with internal comms to team linked to reward and recognition • Support corporate emergency responses
<p>Crew Support</p>	<ul style="list-style-type: none"> • Point of contact for all frontline staff to field queries, troubleshoot and provide direction • Maintain relevant databases for crew information such as tracking base locations / movements, passports and US Visa expiry (int. only) • Administration to support assessment days / recruitment, new team member queries and individual role changes • Coordination of loan iPads for crew

Continuous Improvement

- Identify, develop and implement improvement to administration processes.
- Identify synergies between departments and drive consistency (between departments / ports)

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Year 12 senior certificate or equivalent 	<ul style="list-style-type: none"> • Relevant tertiary qualifications
Experience	<ul style="list-style-type: none"> • High level of administration/coordination experience • Experience working in a dynamic office/ corporate environment • Experience working with a diverse range of stakeholder groups (both internal and external) and assisting them to manage their competing priorities to achieve business goals and objectives • Ability to coach and motivate team members 	<ul style="list-style-type: none"> • Experience leading a small team • Experience with airline operations and experience in a range of airport roles • Experience in planning/ coordinating events • Experience producing internal communication • Experience producing reports, proposals, presentations for senior managers
Skills	<ul style="list-style-type: none"> • Very strong administrative skills including high level skill in Office 365 / MS applications • Maintaining and developing effective stakeholder relationships • Strong problem-solving skills and proven ability to make sound decisions in high pressure situations • Excellent written, verbal and interpersonal communication skills 	<ul style="list-style-type: none"> • Function coordination
Knowledge	<ul style="list-style-type: none"> • Understanding of the dynamics of airport operations • Good understanding of administration systems and tools • Strong understanding of customer service principles 	<ul style="list-style-type: none"> • Understanding of purchasing / reporting systems

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"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures
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.