Position Snapshot

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 objective of the Minor Works Delivery Lead is to be responsible for the day-to-day management of Minor Works, Small System Enhancements, and small work packages. The role will also be responsible for the coordination of reporting across all Minor Works to ensure budget and delivery targets are met.

Position Title: Minor Works Delivery Lead

Division / Department: CIO Division / Business Technology

Location: Head Office

Reports to: Manager, Application Support Services

Direct reports: 0

Level: 2B

Award: Not Applicable

Classification: Not Applicable

Date: March 2024

VA Competency Standards:

https://virginaustralia.sharepoint.com/sites/Vine/people/Document

s/VA\_Competency\_Framework.pdf

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The

company operates scheduled domestic and short-haul international flights, charter and cargo

services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a

competitor in the Australian aviation landscape for more than 20 years, and has always been

known for its wonderful people who do their jobs with signature Virgin Flair.

Under new ownership since November 2020, and led by an Executive Leadership Team who all

have proven track records and deep experience in aviation or consumer-focussed businesses,

Virgin Australia has transformed as a business. The company’s 737 fleet has gone from 58

aircraft to 88 aircraft, it has introduced a simplified fare structure focused on providing value to

customers, announced a commitment to a target of net zero emissions by 2050, invested in the

re-start of short haul international travel for the airline, refreshed the lounge product, and

delivered step change investments in technology.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No

matter their role – our employees share an enormous amount of passion for our guests and

ambition to be the most loved airline in Australia.

Virgin Australia has won many awards over the years including Best Cabin Crew, Best Domestic

Airline and Best Economy Class. Velocity Frequent Flyer has also scooped a wealth of

prestigious gongs including the Freddie Awards Best Program of the Year and Best Redemption

Ability for Asia/Middle East and Oceania.

Working within the IT Division, in the Business Technology team, this role works directly with both

IT and Business stakeholders on an array of Minor Works, Small Systems Enhancements and

small initiatives that impact both internal and external elements of the business.

Key Accountabilities

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| Accountability | Major Activities |
| Safety, Security & Business Resilience | - Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing)- Participate in the SMS and SeMS by identifying and reporting hazards to the operation- Be aware of personal safety matters including the emergency procedures relevant to role location- Adhere to all documented operating procedures- Actively participate in Safety Shares- Actively participate in Better Me initiatives- Actively participate in the Groups emergency response program- Participate in consultation of WHS matters as related to your working environment- Challenge unsafe behaviours in others- Abide by the lawful directions of security personnel and law enforcement officers.- Actively participate in the Group’s Resilience program.  |
| Delivery | Lead all elements of Minor Works delivery including creation of schedules, risk analysis and information gathering sessions, forecasting and budget control.Manage various delivery activities ranging from assigning resources, completing reports and registers, maintaining the backlog, organising meetings, budgeting and following up on various tasks and actions.Draft and contribute to key Minor Works documentation as per the Minor Works framework.Hands on delivery of Airport and Infrastructure components to site.Formulation of Standard Operating Procedures and Support Handover documentation. |
| Governance and Administration | Lead the Minor Works ForumMaintain the Minor Works backlog and Jira boards.Maintain all Minor Works framework templates and documentation.Track the lifecycle of all Minor Works and ensure all documentation, governance and change control processes are adhered to.Lead internal and external vendor and stakeholder meetings pertaining to work packages.Provide regular stakeholder communications and updates.Support and manage agendas, minutes, presentations and decisionsWork alongside the Business Technology Managers and Portfolio Delivery team to determine the pipeline of Minor Works vs. Projects |
| Finance and Reporting | Support and manage budgets, invoices, actuals and forecasting.Identify risks and issues and develop early intervention methods for correction.Create, review and maintain weekly reports and backlog grooming.Identify, define, develop and implement improvements to reporting and monitoring processes and procedures |
| Stakeholders and Relationships | Take responsibility for delivering high quality customer-focused services.Understand customer/stakeholder perspectives and ensure responsiveness to their needsEncourage a culture of recognising the value of collaborationBuild co-operation and overcome barriers to information sharing and communication across teams/unitsShare lessons learned across teams/unitsIdentify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| Leadership | Build and maintain an accountable, high performing and engaged teamSet clear expectations and ensure OKRs are in place for all team members, linked to organisational objectivesCommunicate and align team members to ensure they are set-up for successProvide coaching, development and training opportunities for all team members |

Key Requirements

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| Requirement | Essential | Desirable |
| Education / Qualifications | Qualifications in the fields of Business Administration or Information Technology, or equivalent information technology experience | Qualifications/certifications in ITIL and project management (Prince2 Foundation or Agile Project Management) |
| Experience | At least 3 years' experience in a Project Lead, Service Delivery Lead or Coordinator roleExperience working with prioritisation pipelines. | Proven experience in managing projectsDemonstrated experience in project management methodology (Agile or waterfall)Experience with business partnering.Experience working with stakeholders throughout large projects, including adoption of new technologiesTrack record of successfully managing roadmaps. |
| Skills | Problem solving in a complex Business Systems environment. Communication and interpersonal skills, especially the credibility to have a positive influence on a range of stakeholders, and lead high performing teamsUnderstanding business and technical requirements, analysis, business process modelling and data mappingResults driven, with a strong customer orientation.Ability to prioritise work with little guidance and adapt to changing prioritiesDetailed-oriented with proven time management and organisation skills, with a demonstrated ability to achieve resultsAbility to juggle multiple initiatives, stakeholders and priorities simultaneously in a fast paced environment | Managing negotiations with both with internal and external parties.Leadership skills, especially in relation to leading technical teams in a business environment. |
| Knowledge | Understanding of IT governance, change control and IT security practices.Change Management and effective communication principles. | Understanding of the fundamental principles involved in IT Project delivery and Project Management processes.Understanding of Information Technology Infrastructure Library (ITIL). |