Position Snapshot

Position Title:	Operations System Specialist
Division / Department:	CIO Division / Airline Operations, VARA & Cargo Technology
Location:	Head Office
Reports to:	Leader, Business Systems
Direct Reports:	0
Level:	2A
Award:	N/A
Classification:	N/A
Date:	June 2021

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 Operations System Specialist role is to play an integral role in specifying and shaping system requirements, design, solution and operations. You will be responsible for managing multiple stakeholders from the business, vendors and delivery teams, both internal and

external. Monitor, track and report on the status of key deliverables to ensure outcomes and goals are met.

You will be responsible for developing, managing and maintaining the knowledge base of your business systems. You will be required to create data artifacts such as source-to-target mappings, data flow diagrams, data dictionaries, and prepare and validate data for accuracy prior to import/migration.

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.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a $3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

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.

The objective of the Airline Operations, VARA & Cargo Technology team is to provide premium support to our customers in achieving their goals in safety, compliance and efficiency; through the use of innovative systems, solutions and specialist advice. To drive market leading on-time performance by providing timely operational support and information, planning to minimize the likelihood of a disruption and in the event of a disruption, minimizing the impact on each guest, through a safe, reliable and cost-effective operation.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	– Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) – Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required – Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group – Lead and participate in Safety Shares in all meetings – Champion Better Me throughout the Group – Lead consultation of WHS matters as related to your working environment – Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.
Organisation/process design and solution implementation/Stakeholder Engagement	– Document the functional aspects of systems, system processes and system test scripts. – Manage and facilitate user acceptance testing. – Raise change requests with internal and external vendors where applicable. – Liaise with Workforce Planning and Integrated Operations Center departments regarding operational system projects and issues. – Build and promote relationships with divisions beyond Integrated Operations Center, in particular internal and external technology partners, for the betterment of delivering against department strategy. – Build and promote relationships with other airline partners and organisations beyond Virgin Australia for the betterment of delivering against department strategy – Manage system configuration and testing.
Operational Tasks/Customer Service	– Create and deliver change requests to software vendors and IT. – Co-ordinate new software releases with IT and vendors. – Providing system knowledge and expertise to Integrated Operations specialists. – Manage any new software releases,for example functionality or system upgrades. – Ensure the delivery of consistent quality service to stakeholders.
Team Work	– Maintain a positive approach to work assigned, and to departmental leaders. – Provide input into and support for departmental strategy. – Ensure regular communication of information within the department

Accountability	Major Activities
Compliance	− Ensure operational systems are compliant with regulatory and Enterprise Agreement requirements. − Ensure operational systems meet System and User Acceptance Testing(UAT) guidelines and standards. − Document processes that support Group safety and compliance policies and procedures. − Conduct detailed investigations and resolutions to findings from CASA and Internal Audits. − Take preventative and corrective actions on incidents raised. − Ensure that manuals are consistent with business processes and expectations.
Continuous Improvement	− Identify opportunities to improve efficiency and quality of processes in the department. − Identify opportunities to improve the on-time delivery of departmental activities, particularly those which will benefit on-time performance for the guest. − Ensure that the work you perform does not impact operational OTP (On-Time-Performance). − Identify any areas for improvement in performance or quality. − Implement process improvement initiatives. − Ensure targets/results are achieved.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	− Bachelor's degree	− Bachelor of Information Technology
Experience	− 2-5 years' experience as a System Analyst, Business Analyst or Subject Matter Expert with demonstrated strong analysis skills, including requirements gathering, and excellent problem solving skills − Desirable*	− 5 years or more

Requirement	Essential	Desirable
Skills	– Strong understanding and demonstrated experience in Airline Operations Systems – Solid knowledge of business information systems and technology solutions, including internet and mobile technologies, applications, networks and databases.	– Experience in the Airline Industry, specifically Crew Optimization and Tracking Systems.
Knowledge	– Excellent written and verbal communications skills including developing requirements and solution documentation and facilitating workshops, and building relationships with key stakeholders both internal and external – Team-oriented and skilled in working within a collaborative environment – Knowledge of Vendor management	– Knowledge in Information Technology.

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.