



Position Snapshot

Position Title:	Project Delivery Specialist CSD
Business / Division / Department:	Customer Service Delivery
Location:	Brisbane
Reports to:	Leader Project Delivery, Change & Comms
Direct Reports:	1
Classification:	2A
Date:	November 2022

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 Project Delivery Specialist role is responsible for supporting the Leader, Project Delivery and Change to prioritise work to ensure business improvement changes and project initiatives within the Customer Service Delivery (CSD) division can be seamlessly implemented. This role will support activity for teams in the airport and in the cabin, to enable them to successfully deliver a positive customer experience and effective operational performance. The role coordinates these changes through effective planning and implementation, stakeholder engagement and change and risk management activity. You will support and influence the

Project Delivery Advisor/s in their daily roles building skill and knowledge across all aspects of project delivery and change management. The core of this role is to look for *'better ways to do things'* with a continuous improvement mindset.

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
Business Improvement	<ul style="list-style-type: none">• Through collaboration with CSD stakeholders, influence the CSD Improvement Strategy by identifying opportunities for business improvement to processes, workflows and/or systems• Contribute to the planning and implementation of all CSD change initiatives (that are not managed by the PMO)• Work collaboratively with the PMO as a business SME for the planning and implementation of projects that impact CSD• Work with the Leader, Project Delivery and Change to ensure appropriate change & communications strategies, plans, materials, and training are provided to successfully embed the change

	<ul style="list-style-type: none"> • Build effective relationship with CSD Technology Partner to gain traction and solutions for delivery of new or enhanced systems • Identify and escalate risks and issues and associated treatments/options as soon as possible to enable the successful delivery of the initiative • Facilitate working groups focusing on reaching customer centric solutions that are operationally sound
Business Intelligence	<ul style="list-style-type: none"> • Influence the design, development and delivery of the CSD business intelligence strategy • Collate and interpret data to identify appropriate action planning to improve customer experience, operational performance and/or change team behaviours / culture • Influence ancillary incentive programs to support achievement of revenue KPIs at departmental (CC and GS) and divisional (CSD) level
Administration	<ul style="list-style-type: none"> • Coordinate and influence administrative functions for Customer Service Delivery • Provide technical and business advice and input on automation and process simplification to deliver value add to CSD team
Continuous Improvement	<ul style="list-style-type: none"> • Review and evaluate current processes and drive simplification, improvement and effectively embed any changes • Use technology to enhance and improve ways of working, including automation and communication flows
Project Delivery	<ul style="list-style-type: none"> • Support the Project Delivery Advisor in maintaining key portfolios of work that provide the Customer Service Delivery team with best practice project delivery, business processes, communications and identify opportunities for efficiency gains. • Support the automation and efficiency of divisional administration requirements. • Influence fact-based decision making to ensure we maintain an agile and focused business with the customer at the forefront of our thinking. • Champion change that will deliver efficiencies, operational excellence and simplified business processes. • Work collaboratively with the Airport Standards Lead, Cabin Standards Lead and Business Support Specialists, to ensure the Customer Service Delivery team is aligned to Group Strategy and delivering required initiatives.
People Leadership and Culture	<ul style="list-style-type: none"> • Build and maintain a positive and productive culture with a one team, solution orientated mentality • Support team members personal and professional development and build their capability and credibility within the business • Engage team and provide support where needed ensuring a positive change culture • Prioritise workloads, set expectations and direct the Project Delivery Advisor to meet divisional and individual OKRs

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications		<ul style="list-style-type: none"> • Tertiary qualifications in a related field • Project and/or change management certification
Experience	<ul style="list-style-type: none"> • Experience in critical thinking and gap analysis, threat assessment or risk mitigation • Experience in solving problems in high pressure environments • Ability to work across functional lines to develop effective project plans and outcomes • Ability to “get things done” in an engaging manner • Ability to develop procedures, processes, flow charts, presentations 	<ul style="list-style-type: none"> • Knowledge of change management principles, techniques and tools • Experience in IT systems and recovery procedures • Experience in Operations – preferably in Airport and Cabin Service operations
Skills	<ul style="list-style-type: none"> • Ability to work collaboratively and engage varied stakeholders • Ability to identify impacts, risks and mitigations • High level of documentation skills • Training / presentation skills • High level of written and oral communication skills • Excellent organisational and planning skills • Very high level of attention to detail but able to get the job done quickly • Demonstrated flexibility and willingness to act quickly • Excellent critical thinking and strategic planning • Ability to work autonomously • Calm under pressure • Innovative and with the ability to think “outside the square” • Thrive on multitasking and variety • Excellent interpersonal skills • Personally resilient • Initiating or driving improvements to process/policy/systems to improve performance 	<ul style="list-style-type: none"> • Skills in Airline Publications or document publications • Skills in developing computer based training
Knowledge	<ul style="list-style-type: none"> • Understanding of airline or similar logistical operations • Understanding of risk management 	<ul style="list-style-type: none"> • Project Coordination knowledge

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.