



Position Snapshot

Position Title:	Business Development Consultant
Division / Department:	Indirect and B2B Sales / Corporate Sales
Location:	BNE
Reports to:	Manager, Inside Sales SME
Direct reports:	0
Level:	1B
Award:	Airline Operations Ground Staff Award 2020
Classification:	Clerical administrative and support / Level 2
Date:	December 2022
VA Competency Standards:	https://virginaustralia.sharepoint.com/sites/Vine/people/Documents/VA_Competency_Framework.pdf

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 Business Development Consultant role is to nurture leads, close sign ups to the program and increase revenue from existing customers. In addition, your purpose is to drive

customer profitability, growth and focus on delivering customer value with best practice education of the Business Flyer program to drive revenue for Virgin Australia.

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.

You will be a part of the Virgin Australia Business Flyer BDE team who are responsible for driving inside sales for the Business Flyer program

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - 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.
Call activity and volume	<p>Utilise internal dataset to undertake volume calls to new and existing customers to promote the VABF program</p> <p>Apply up to date knowledge of VABF product knowledge to customer and guest calls</p> <p>Educate new and existing VABF customers on the program to drive revenue</p> <p>Consistently meet daily call volume KPIs</p>
Conversion of calls, growth and revenue from Conversion	<p>Utilise the VABF Sales Narratives to drive revenue and growth by converting calls to sales and sign ups to VABF program</p> <p>Handover new customers to Account Management team to complete sales conversion / onboarding process</p> <p>Bring VA Flair and apply VA values to all customer engagement and interactions</p>

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	Secondary school	Secondary school
Experience	B2B Sales Experience more than 2 years Stong Sales culture	B2B Sales Experience in Travel or Aviation industry
Skills	Fast paced environment Strong capacity for consistent call activity and volume Sales mentality	Solutions focussed Results driven Team player

Requirement	Essential	Desirable
Knowledge	Sales Culture and Mentality Time Management Working to Targets and Timelines	Aviation and or Travel