Position Snapshot

Position Title:	Specialist Advisor, Commercial Systems
Division / Department:	CIO Division / Corporate and Commercial Platforms
Location:	BNE
Reports to:	Business Systems Manager, Commercial & Reservations
Direct reports:	0
Level:	2A
Award:	Not Applicable
Classification:	Not Applicable
Date:	July 2023
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 Specialist Advisor, Commercial Systems role is to The objective of the Specialist Advisors is to provide expertise for troubleshooting complex issues and consulting on ways to enhance our Passenger Services System and other Commercial system including

implementing new systems. The Specialist Advisor is recognised as a senior expert and thought leader who liaises with internal clients and relevant Technology team members to ensure the support and design of systems meet the desired outcomes. As a Specialist Advisor you will support and mentor other members of the Technology team to develop their understanding of these systems and help build a robust support capability. This role is engaged in a diverse range of activities and is a key supporting expert for the entire Virgin Australia Group.

With a strong systems background, demonstrated initiative and well-developed communication skills your customers will rely on your expertise to get the best from their systems. The work will involve a mix of governance, vendor management and business solution support all whilst being part of the dynamic, inclusive and vibrant Technology department.

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.

Virgin Australia Group is a major Australian airline group that operates domestic and international passenger services, 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.

We're a winning team and we attract the best: challengers, innovators, and seriously fun individuals with big hearts. At Virgin Australia Group, we pride ourselves on recruiting the right people to join our team and help us rise to the challenges ahead. No matter our role – we are

united by our ambition to be the most loved airline in Australia, and always go one step further for our customers, colleagues and our wider community.

Key Accountabilities

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.
Area of responsibility	As Specialist Advisor To be successful in this position you will be a self-motivated leader with the ability to conceptualise airline processes and bring these to fruition by leading others from ideation to implementation. This includes, but is not limited to knowledge of: • Passenger Services System • Reservation Systems • Revenue Management Systems and Tools • Network and Planning Systems
Safety, Security & Business Resilience	• Adhere to safety standards, operating procedures, policies and regulations. • 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.

Accountability	Major Activities
Delivery & continuous improvement	• Assist other Technology teams or business units in investigating business process or system challenges and identifying opportunities to better embrace industry standards or look at innovative solutions • Quickly identify the cause of complex issues and assist with workarounds resolution • Ownership of ongoing root cause analysis into complex or recurring issues to identify and drive the implementation of system or process improvements • Work with project teams in designing system enhancements and/or implementing and integrating new systems • Build, maintain and leverage strong relationships within Technology and across the Group to influence adoption and utilisation of systems and tools • Proactively keep up to date on product changes and regularly share new information with users • Build and maintain positive engagement with vendors and technology providers to develop successful working relationships that contribute to the effectiveness of technology support • Create a shared learning culture within our teams that enables continuous improvement and enhances the skills of individuals • Document business-value driven customer success stories and best practices • Stay ahead of the curve with technology and industry trends, new system capabilities and identifying opportunities to enhance utilisation and identify efficiencies – always with the objective to increase internal customer satisfaction • Proactively keep up to date on relevant product changes and regularly share new information with users, including impact assessments of change requests or enhancement
Financial	• Reviewing all vendor statements of work to ensure they are in alignment to contractual requirements and keeping track of delivery (where they are outside of funded projects)
People	• Influence organisational culture • Anticipate Change • Provide strategic leadership in change management • Promote and comply with People polices and processes • Live the Virgin Australia values

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	• Tertiary qualification in Information Systems or equivalent experience in a similar role	-

Requirement	Essential	Desirable
Experience	• Experience in Passenger Services Systems and webservices Ability to understand and analyse business issues and translate into business requirements and then into airline system solutions • Experience supporting your allocated divisions systems in a large organisation • Evidence of utilising strong communication and facilitation skills encompassing user and management levels • Track record of identifying opportunities for continuous improvement and delivering effective change. • 7+ years' experience supporting systems in a large ticketed airline/or equivalent transportation company	• Understanding of the Virgin Australia Group • Good understanding of the general IT systems environment and development lifecycle • IT consulting experience • IT Service Delivery experience • Knowledge of project management and governance principles • Basic understanding of IT security protocols • Basic understanding of the Australian Privacy Principals
Skills	• Strong work ethic and ability to lead by example • Strong problem solving skills and ability to work independently and as part of a team • Mentoring and coaching skills	• Lean process design experience and visualisation • Strong communication and facilitation skills encompassing user and management levels, including vendors
Knowledge	• Strong understanding of Passenger Services Systems • Strong understanding of the principles of a ticketed, full service environment with a complex network of codeshare and interline relationships • Good level of knowledge of IT systems architecture • Strong understanding of your allocated divisions functions • Good level of knowledge of IT systems including integrations and impacts. • A thorough understanding of the project/system development lifecycle	• Knowledge of project management and governance principles