

**Virgin Australia**

**Position Description**

|  |
| --- |
| **Position Snapshot** |
| **Position Title:** Reporting Analyst |
| **Business / Division / Department:** Reporting & Analytics |
| **Location:** Brisbane |
| **Reports to:** Manager, Reporting & Analytics |
| **Direct Reports:** NA |
| **Classification:** NA |
| **Employment:** Permanent |
| **Date:** February 2022 |

|  |
| --- |
| Overall Impact Statement |
| We are passionate about Championing Better and believe who you are and how you show up is as important as what you do.The objective of the Reporting Analyst role is to contribute to Virgin Australia’s strategic direction, profitability and performance improvement by identifying areas of collaboration, enhancing insights and improving the ability of reporting across numerous areas of the Operations business. The Analyst will look at enhancing communication and understanding of information, simplifying processes and eliminating non-value add activities. As well as encouraging technology, they propose changes to the way our business operates so that we can become more efficient and better at what we do. Responsible for supporting such a broad area of the business will require a high level of organization, and ability to prioritise work while maintaining relationships. |

|  |
| --- |
| **Key Accountabilities** |
| * Business Analysis – using data to garner insights and present findings to senior management
* Performance Reporting – automation and development of measurement, statistics and reporting to deliver towards the overall divisional scorecards
* Relationship Building – effectively interact with teams at various levels and collaborate with senior managers to identify and solve a variety of problems.
* Financial Modelling/Benchmarking - Utilize large sets of data to perform analysis and identify and raise where appropriate key trends or areas of interest
* People - Contribute as part of a team to deliver a seamless service to stakeholders and customers
* Training & Development – Willingness to share knowledge to other team members and assist in building the overall team capabilities
 |

|  |
| --- |
| **Key Requirements** |
| **Essential** | **Desirable** |
| * Developing effective and influential relationships
* Previous analytical role with experience in formulating solutions to complex problems
* Tertiary qualifications in Business, Commerce, Mathematics or Engineering
* a general curiosity about the world
* Excellent organisational skills
* Ability to multi-task & prioritize
* Exceptional attention to detail
* Flexible and proactive approach to work
* Strong written, verbal and numerical communication skills
* Ability to converse with Senior Management; prepare and present information to senior levels of management
* Ability to influence people and make decisions
* Good understanding of financial and strategic principles and concepts
* Ability to distinguish between facts, findings and conclusions, and to routinely interpret data and provide insights which improve business performance
* Ability to conceptualize ideas, and demonstrated creative / innovative thinking
* Ability to work within a high pressure and frequently changing environment
* Advanced excel based user
* Advanced power point user
* Business process modeling
* An awareness of Business Intelligence reporting tools
 | * A broad understanding of airline operations and business functions
* An understanding of airline systems
* Familiarity with Microsoft Power BI, SQL, R, Python
* Business intelligence dashboard development
* Aviation,travel or transportation industry experience
* Stakeholder management
* Workshop facilitation skills
* Proven research skills
* Experience developing SMART KPI’s
 |

|  |  |
| --- | --- |
| Standard | 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
 |