



## Position Snapshot

<b>Position Title:</b>	Financial Operations Coordinator
<b>Business/Division/Department:</b>	Brand, Marketing & Public Affairs
<b>Location:</b>	Sydney MCQ
<b>Reports to:</b>	Head of Strategy, Planning & Operations
<b>Direct reports:</b>	N/A
<b>Date:</b>	February 2018

## Overall Impact Statement

We've got a full time opportunity for a Financial Operations Coordinator to join our Sydney team.

Picture yourself in the role: You'll play a key coordination role in our Brand, Marketing and Public Affairs team. Your focus will be to own financial, planning and other administrative support, while also supporting other marketing projects and initiatives. Reporting to the Head of Strategy, Planning & Operations you will play a key role in supporting the divisions breadth of activity by living the detail of the divisions commercial and planning actions. Day to day you will work with numbers and processes, while working in collaboration within the division and business to plan for future successes.



## Organisation Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

## Key Accountabilities

Develop reports on budget expenditure, and campaign reporting as required.

Owning the financial support to the team: raising purchase orders; invoice request; monthly budget reconciliation, tracking and reporting; advising of gaps; and improving overall marketing financial processes. Work with internal and external stakeholders to reconcile budgets, and improve processes to deliver efficiencies.

Contract processing as required, and coordination of contractual reviews.

Coordination of team reporting and meetings; the team roadmap; and facilitation of planning documentation.

Coordination of competitive insights.

Coordination of people engagement and enablement initiatives within the division.

Support the team as required with other administrative tasks.

Support the divisions media sales business as required with administrative / operational actions.



## Key Requirements

Essential	Desirable
Extensive experience in operational delivery and financial management	Media and / or marketing experience
Intermediate to advanced MS Office skills and using financial processing systems	Knowledge of the airline industry
Strong problem solving, prioritisation and analytical skills	Previous experience in similar role
Able to engage with internal and external stakeholders, including excellent interpersonal skills	Project Management experience
Excellent time management skills with the ability to prioritise	
Able to work autonomously with minimal supervision	
Experience developing, presentations and campaign reporting	
Great eye for detail and a passion for process and forward planning	



## Competencies

Role Competency Requirements	
Competency Name	Behavioural Descriptors
<b>Delight Customers</b>	<p>Initiates customer centric solutions</p> <p>Seeks to enhance customer experiences and improve outcomes</p> <p>Seeks and identifies opportunities to surprise and delight customers (internal and external)</p> <p>Supports digital transformation initiatives and understands how they can improve processes and customer interactions</p>
<b>Communicate and Engage</b>	<p>Influence others through own actions (e.g. lead by example)</p> <p>Empower and inspire others to take action without direct control</p> <p>Simplifies complex concepts and arguments</p> <p>Communicates convincingly, anticipating varied audience needs and adapting style</p> <p>Explores and leverages new channels of communication for maximum impact</p>
<b>Connect and Partner</b>	<p>Empowers others to build trusting and cooperative partnerships, and facilitates relationships across the Group and with external partners</p> <p>Enables connections, identifying and removing obstacles</p> <p>Shares learnings and drives collaboration and joint problem solving</p> <p>Identifies and facilitates connections that add value</p>
<b>Embrace Change</b>	<p>Demonstrates hunger for change, is comfortable with being uncomfortable</p> <p>Engages with others and demonstrates empathy and caring in the face of change</p> <p>Prepares for change, seeking opportunities to contribute to change initiatives</p> <p>Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response</p>
<b>Innovate and Improve</b>	<p>Seeks ways to continuously improve and empowers others to challenge the status quo</p> <p>Thinks laterally and finds ways to achieve extraordinary outcomes</p> <p>Monitors trends and ideas and shares insights to add value</p> <p>Pushes barriers, displaying persistence, even in the face of failure</p> <p>Leverages data analytics through digital platforms to generate insights on customer experience, business performance and risks</p>



<b>Diversity of Thinking</b>	<p>Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</p> <p>Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</p> <p>Expresses own point of view and challenges basic assumptions</p>
<b>Strategy and Direction</b>	<p>Achieves objectives within own job area to deliver results aligned to the Group's strategy</p> <p>Promotes team understanding of Group's purpose and strategy and contribution of work to the Group's direction</p> <p>Considers whether short term goals support long term objectives</p>
<b>Drive Business Outcomes</b>	<p>Demonstrates persistence and perseverance in the face of obstacles</p> <p>Shows personal accountability for achievement of job-specific outcomes</p> <p>Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</p> <p>Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</p>
<b>Motivate Self and Others</b>	<p>Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</p> <p>Promotes and encourages excellence, growth and autonomy in self and others</p> <p>Applies learning from previous experiences to improve future approaches and solutions</p>

