

## Virgin Australia

### Role Description



### Position Snapshot

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**Position Title:** Recruitment Resourcer

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**Business/Division/Department:** People Service Delivery

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**Location:** Brisbane

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**Report to:** Leader, Recruitment

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**Direct reports:** Nil

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**Date:** November 2016

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### Overall Impact Statement

We are a People Business, passionate about Championing Better, and believe who you are, and how you show up, is as important as what you do.

Your role is to support the Virgin Australia Recruitment team with all administrative recruitment related tasks appropriate to processing candidates through select administrative stages of the recruitment process. Maintain system compliance and conduct required background checks, working in line with agreed service levels and embodying our Values into every aspect of your work.

As a true champion of better, support the delivery of a high quality volume and specialist recruitment experience.

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## 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, 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

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#### Candidate Management

- Manage candidates progression through recruitment processes, including desktop and phone screening, conducting verbal reference checks and creating contracts and other associated documentation.
- Provide a focus which will enable the Specialist recruitment team to deliver high quality service and experience to all candidates
- Maintain regular communication with talent pooled candidate, and conduct targeted searches through PageUp, LinkedIn and other available resources.
- Support internal candidates by being the primary point of contact for employee referrals, distributing role information, internal vacancies and connecting this internal talent pool with recruiters.
- Provide support to Volume recruiters when required during high volumes

#### Compliance and Background Checks

- Manage the pre-employment process by running background checks, monitoring drug screens, and acting as liaison between candidates and recruiters for specialist roles.
- Maintain integrity of Page Up (the Applicant Tracking System) and other Virgin Australia systems to ensure standard practice and compliance.

#### Adhoc Support

- Support the team by writing and posting effective role advertisements, coordinating and confirming interview schedules and acting as an effective liaison between candidates and recruiters.
- Regular and ad hoc reporting for the purpose of tracking data trends and recruiter and Leader analysis.
- Manage relationships and exceed expectations of Virgin Australia Careers Team, People Culture and Sustainability team and candidates to deliver a high level of customer service.
- General administrative tasks and duties as requested to support a team of recruiters including scanning/filing etc.
- Conduct talent searches for Specialist and Volume recruiters as required



## Key Requirements

Key Requirements	
Essential	Desirable
<ul style="list-style-type: none"><li>• Previous experience in an administration role</li><li>• Intermediate experience in an office environment</li><li>• Customer service experience</li><li>• Experience in the Microsoft Office Suite</li><li>• Ability to process high volumes of data</li><li>• Exceptional attention to detail</li></ul>	<ul style="list-style-type: none"><li>• Exposure to HR or Recruitment Environment</li><li>• Relevant Administration qualifications or certificates</li><li>• Page Up experience</li></ul>





Focus Competencies for this role	
Competency Name	Behavioural Descriptors
Delight Customers	<ul style="list-style-type: none"> <li>- Displays a passion for delighting customers</li> <li>- Seeks to understand customer needs</li> <li>- Follows through on commitments to customers</li> </ul>
Embrace Change	<ul style="list-style-type: none"> <li>- Embraces change, seeing it as an opportunity to champion for better</li> <li>- Acts as a change advocate, sharing information and promoting change to others</li> <li>- Displays resilience and flexibility, remaining focused on achieving outcomes.</li> </ul>
Connect and Partner	<ul style="list-style-type: none"> <li>- Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</li> <li>- Displays passion for sharing knowledge and ideas</li> <li>- Informs team about work and progress.</li> </ul>
Diversity of Thinking	<ul style="list-style-type: none"> <li>- Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</li> <li>- Respects differences and seeks to understand diverse perspectives</li> <li>- Voices opinions and new ideas freely.</li> </ul>

