



Position Snapshot

Position Title:	Team Travel Consultant
Business/Division/Department:	Team Travel
Location:	Brisbane, Virgin Village
Reports to:	Leader, Team Travel
Direct reports:	N/A
Date:	October 2017

Overall Impact Statement

Team Travel coordinates all travel for Virgin Australia employees, whether for business or pleasure, so they can enjoy the world's most rewarding travel experience.

We are a People Business, dedicated to Championing Better, and pride ourselves on our exceptional customer service. Our team members draw upon their knowledge of travel, Virgin Australia and our corporate partners to offer professional guidance and manage internal corporate travel for the VA Group. We are passionate about Virgin Australia employee benefits and are committed to ensuring staff enjoy a seamless travel experience.

Team Travel plays an active role in every stage of an employee's time with Virgin Australia, from contributing to their initial orientation to celebrating their achievements and managing their travel for work and leisure until the end of their journey with the company.

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

Coordinate business travel for Virgin Australia employees, management team and interline airline partners

- Manage travel requests across multiple systems including the travel management and GDS (Sabre) systems:
 - Respond to enquiries with advice, guidance and quotes within Service Level Agreements (SLAs), demonstrating initiative in the selection of solutions and good judgement.
 - Coordinate flights, hotel accommodation, car hire and conferencing requests with external suppliers.
 - Prepare tailored, accurate and cost-effective travel itineraries.
 - Ensure all travel is booked and undertaken in accordance with corporate policy and preferred supplier agreements.
- Provide customised advice and service to Virgin Australia departments, for example, when managing group travel or specialist travel such as emergency trips for aircraft engineers.
- Develop a strong understanding of different aspects of Virgin Australia's business to better tailor travel solutions to departmental needs.
- Optimise cost efficiency in line with company requirements, for example, by making the best use of interline airline agreements and preferred supplier rates.
- Work closely with Virgin Australia's Revenue Management Team to balance business requirements with optimal yield results.

Help employees maximise their use and enjoyment of Virgin Australia's suite of staff leisure benefits

- Support employee understanding of the internal travel management system through practical advice and guidance at all stages of the booking and travel process.
- Promote Virgin Australia's suite of staff leisure benefits through daily interactions, port visits, road shows and other educational opportunities.
- Assist the Leader, Team Travel, to expand the suite of staff leisure benefits by identifying and assessing new opportunities.
- Manage staff lounge memberships.
- Support employees at all stages of their Virgin Australia experience from explaining employee benefits at orientation to assisting with their travel for business and leisure and booking travel benefits received for service, reward or at the end of their Virgin journey.

Support the general operations of Team Travel

- Demonstrate exceptional, personalised, end-to-end customer service and forge strong relationships with employees, management team, interline airline partners and external suppliers.
- Actively monitor and audit business and leisure travel to ensure compliance with corporate policy.
- Provide regular updates to the Leader, Team Travel, on activities to enable Team Travel to achieve daily SLAs in line with operational planning.
- Undertake general administration tasks on a rotating roster such as credit card reconciliation and recording and reporting on travel activity.
- Participate in team meetings, departmental workshops and corporate events.
- Assist in maintaining and updating the Team Travel Knowledge Database and templates.
- Help manage the Staff Feedback Register to document and respond to issues associated with travel by staff, their friends and family.
- Support Virgin Australia's crisis management and safety planning, for example, by participating in crisis drills.
- Maintain up-to-date knowledge of Virgin Australia's travel policies, systems, interline partner agreements and suite of staff leisure benefits to ensure accurate processing of travel requests and provision of sound advice.
- Maintain good working knowledge of external suppliers, for example, by participating in hotel inspections.
- Support a safe working environment and help ensure safe practices and conditions for travellers.



Key Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Strong written and verbal communication skills • Commitment to superior customer service • Excellent attention to detail • Good problem-solving skills • Solid time management skills and ability to prioritise • Basic to intermediate knowledge of most Microsoft Office applications • Good knowledge of GDS systems such as Sabre (Interact) Galileo • Sound knowledge of the travel industry including visa requirements, booking processes and key destinations • Basic IATA fares and ticketing experience 	<ul style="list-style-type: none"> • Experience working in corporate travel or for an airline • Advanced Sabre Reservations knowledge



Competencies

Role Competency Requirements	
Competency Name	Behavioural Descriptors
Delight Customers	<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>
Communicate and Engage	<p>Tailors messages for maximum impact</p> <p>Leverages different mediums to present information and ideas</p>
Connect and Partner	<p>Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</p> <p>Displays passion for sharing knowledge and ideas</p> <p>Informs team about work and progress</p>
Embrace Change	<p>Welcomes change and remains positive in the face of ambiguity</p> <p>Seeks information to understand change and impacts</p> <p>Demonstrates a change mindset, flexibility and openness</p>
Innovate and Improve	<p>Identifies and contributes ideas for improvement</p> <p>Is curious and open-minded to new ideas, perspectives and approaches</p> <p>Understands the need for Group to be innovative and drive business improvement</p> <p>Is curious about opportunities in data analytics to suggest improvements in processes</p>



	Embraces diversity and is responsive to different experiences, perspectives, values and beliefs
Diversity of Thinking	Respects differences and seeks to understand diverse perspectives Voices opinions and new ideas freely
Strategy and Direction	Delivers outcomes within standards and guidelines Understands Group's purpose and strategy and aligns own work Demonstrates forward-thinking and awareness of immediate consequences of actions
Drive Business Outcomes	Shows energy, enthusiasm and initiative for achieving goals Seeks guidance and support to address obstacles and achieve set goals Plans work to deliver within expected timeframes
Motivate Self and Others	Understands and values the skills, knowledge and experiences that others bring Integrates feedback and takes responsibility for achieving own goals Demonstrates a high level of personal motivation to learn

