

## Learning Advisor

<b>Level</b>	1	<b>Location</b>	Brisbane
<b>Department</b>	Capability & Business Improvement	<b>Division</b>	Ground Experience
<b>Group</b>	VAA	<b>Direct Reports</b>	Nil
<b>Reports to</b>	Business Lead – Sabre Airport Suite (SAS)	<b>Manager once removed (MOR)</b>	Manager, Capability & Business Improvement
<b>Created</b>	07/12/2017	<b>Updated</b>	N/A

## Role Summary

My Role:	<p>During this secondment, the Learning Advisor's key objective is to design, develop and implement the project training and assessment requirements for Sabre Airport Suite (SAS) in Ground Experience through provision of high quality learning solutions.</p> <p>This is achieved through:</p> <ul style="list-style-type: none"> <li>the scope and design of end user and administrator training solutions that support the transition to SAS</li> <li>the planning, scheduling and delivery of administrator and front-line training for team members in the new system and workflow processes.</li> <li>the development of scenario based learning to support team members in management of disruptions and operational anomalies</li> <li>using a variety of IT systems to gather and analyse information to develop SAS training for end to end Workforce Management process</li> <li>mapping of all program training and assessment in the LMS and training qualifications as part of the system configuration</li> <li>continuous liaison with Airport Leadership teams and Project team on recommended learning solutions and approach</li> </ul>
My department:	<p>The Ground Experience department manages and controls the overall performance of Virgin Australia Group airport operations, facilities, lounges and people, ensuring that there are sufficient resources available to meet all safety and regulatory requirements, deliver the best possible experience for our guests, plan for future growth and manage budgets to minimise costs and optimise revenue for our shareholders.</p>

## Expertise

	Must have	Great to have
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of training/learning processes, theories and methodologies including adult learning principles and styles</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of aviation regulations and safety and fatigue management principles</li> <li>Working knowledge of Workforce Planning systems (Ground Star Planning, GOPs, Shift Logic, IFIDS, PTR)</li> <li>Thorough working knowledge of Airport operations, standards and policies</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Certificate IV in Workplace Training &amp; Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications (e.g., Education, Adult Learning)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Highly developed interpersonal, communication and organisational skills with the ability to relate to people from culturally diverse backgrounds</li> <li>Intermediate Microsoft Office skills</li> <li>Ability to explain technical concepts in a non-technical approach</li> <li>Demonstrated learning design and facilitation skills</li> <li>Demonstrated elearning design skills in Adobe Captivate, Articulate</li> </ul>	<ul style="list-style-type: none"> <li>Strong leadership and coaching skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in a fast-paced, results-oriented environment with proven time management skills</li> <li>Experience presenting to small-medium sized groups</li> <li>Experience building story boards and creating solutions for elearning</li> <li>Training design and delivery experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience in training in a related field</li> <li>Broader aviation and/or airport operational experience.</li> <li>Experience managing and delivering multiple projects</li> </ul>

## Key Accountabilities

Accountability	Major activities	Key Metrics
1. Safety	<ul style="list-style-type: none"> <li>Ensure all training designed and delivered as part of the project align to the documented business rules and workforce planning practices</li> <li>Contribute to SAS Program Risk Assessments to ensure all risks are documented, assessed and mitigated where possible throughout all program phases</li> <li>Ensure regulatory, EBA and policy requirements are incorporated in to the relevant training modules to meet defined standards</li> <li>Maintain controlled documentation to reflect new or refined courses/modules as they are completed and published</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments documented and maintained in Intellex</li> <li>All training material aligns to business rules and workforce planning practices</li> <li>Material adheres to standards of D12</li> <li>Practice of document control</li> </ul>
2. Finance	<ul style="list-style-type: none"> <li>All training solutions are designed and delivered with most effective cost model</li> <li>Identify and mitigate any project or system activities that may pose an unbudgeted or unexpected financial cost to the project</li> <li>Work with the project Business Lead to ensure training component of the project is delivered within budget</li> </ul>	<ul style="list-style-type: none"> <li>Decision making processes in training highlight cost as a consideration point</li> <li>Where possible all project costs are contained within committed project funding</li> </ul>
3. Operations	<ul style="list-style-type: none"> <li>Engage with key stakeholders to identify, scope, design and deliver training programs which will deliver divisional KRA's</li> <li>Actively participate in continuous improvement efforts by offering ideas and creative solutions to improve policies, processes and tools as part of the project</li> <li>Where required support the development and maintenance of As Is/To Be planning process matrix to ensure all current processes are converted to SAS or identified as no longer required.</li> <li>Support project implementation at all ports through cutover activities and provision of on-site support during go-live</li> </ul> <p><b>Material Design &amp; Development:</b></p> <ul style="list-style-type: none"> <li>Design of curriculum including definition of training objectives, delivery method (e.g. instructor-led, computer-based, self-paced) and assessment options</li> <li>Design of material including presentation slides &amp; facilitator guide, learner workbooks, quick reference guides, eLearning and other resources as required</li> <li>Where appropriate, pilot new material on relevant stakeholders including project team, trainers, members from target audience and front-line leaders</li> <li>Procure training aids or equipment if required for the delivery of new training material</li> <li>Ensure learning assessment is developed and delivered in an effective and valid way</li> <li>Regularly review material and delivery to identify the need for updates and enhancements</li> </ul>	<ul style="list-style-type: none"> <li>All training outputs delivered to agreed milestones</li> <li>Version control on all content developed</li> <li>Front line team members trained to appropriate level of capability within agreed timeframes</li> <li>All training designed and mapped to 'to be' process documents</li> <li>All training material reviewed and approved by project SME's</li> <li>Consistency in assessment results, compliance audit results and performance results</li> <li>Trainees are effectively and validly assessed against agreed competency benchmarks and standards</li> <li>Successful completion of required Facilitator Accreditation activities</li> </ul>

Accountability	Major activities	Key Metrics
	<ul style="list-style-type: none"> <li>Transition all project training material to BAU</li> </ul> <p><b>Training Documentation:</b></p> <ul style="list-style-type: none"> <li>Ensure all training records (online and paper-based) are maintained accurately at ports, including use of the Learning Management System as appropriate</li> <li>Maintain resource version control in line with governance approach</li> </ul> <p><b>Training Delivery:</b></p> <ul style="list-style-type: none"> <li>Facilitation of Sabre Airport Suite learning programs to front line and support team members and leaders including:               <ul style="list-style-type: none"> <li>Classroom and practical sessions</li> <li>Computer based training modules, Team Leader briefings and other associated activities</li> <li>Co-facilitation with Subject Matter Experts</li> <li>On the Job competency based training, coaching and other modes of delivery</li> </ul> </li> <li>Attendance at and facilitation of train the trainer programs and facilitator approvals</li> </ul>	
4. Customer	<ul style="list-style-type: none"> <li>Maintain effective relationships with Ramp and Guest Services Standards, Training and Quality Assurance teams, Airports and frontline teams throughout the project</li> <li>Partner with Airport Leadership teams and centralised Workforce Planning advisors to identify desired improvements in processes and tasks to ensure they are addressed as part of the program of work</li> <li>Establish and maintain regular and structured engagement with internal and external stakeholders to ensure awareness of any corporate changes that may impact project delivery</li> <li>Contribute to the project's change management and communication plans and required outputs</li> <li>Work with the ports and Workforce Planning Advisors to identify and address (where possible) service performance and OTP issues as part of the training solutions</li> <li>Practical observation of end user activities to support the education process</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from key stakeholders on engagement</li> <li>Quality and accuracy of materials</li> <li>Regular collaboration and knowledge sharing occurs between team members</li> </ul>
5. Leadership/ Culture	<ul style="list-style-type: none"> <li>Work with Workforce Planning Advisors, port representatives and project team to ensure that all stakeholders are engaged and informed throughout the project</li> <li>Act as change champion for the SAS project and product to influence adoption and implementation by front line teams (centralised and airport based)</li> <li>Co-ordinate project related communications</li> <li>Provide SME support and information to frontline leadership teams to address team queries and concerns during project delivery where required</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder feedback on project engagement</li> <li>Attend port cut activities over as change champion to promote system change and uptake</li> <li>All team member queries responded to within agreed SLA</li> </ul>

**Purpose and Values** are relevant to every Virgin Australia team member.

Spirit	Heart	Collaboration	Imagination
Zest for life	Genuine	Inclusive	Creativity
Positive	Authentic	Together	Finding ways
Energetic	Heartfelt	People / people involving	Progressive thinking
Spontaneous	Care	Caring for others	
Passionate	Respectful	Engaging	
	Personal	Open	
	Sincere		

## Key interactions

Internal	Airport Manager, Guest Services / Airside / Airport Control Operations Managers and Teams, People Team, Business & Capability Improvement Team, Payroll, IT.
External	Industry Partners and associated industries. Labour contract suppliers.

## Our Expectations

### You are expected:

1. To be the ultimate Virgin Australia champion of better through living, breathing and promoting the Virgin Australia purpose and values – Spirit, Heat, Collaboration and Imagination
2. To demonstrate our Leadership Behaviours: Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures.
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with.
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive, heartfelt and fun experiences for all.

## Sign off

I have read and understand the requirements of this position. I agree to consult with my Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name: [Add name]	Signature:	Date: [Add date]
Leader's Name:	Signature:	Date:

[Add name]		[Add date]
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