



Position Snapshot

Position title	Investor Relations Specialist
Business/ Division/ Department	Virgin Australia Airlines
Level	2A
Location	Sydney
Reports to	Group Chief Advisor
Direct reports	Nil

Organisational 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.

Values



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.

As the Investor Relations Specialist, you will assist the Group Chief Advisor in the development and implementation of our investor relations strategy across business and investor community.

Key Accountabilities

Investor Communications

Working with our CEO and Group Chief Advisor, you will:

- Formalise communications process, supporting all internal and external investor related communication issues
- Support investor relations framework to ensure best practice is delivered
- Deliver strategy to implement best in market investor relations functions
- Develop and maintain relationships with internal and external stakeholders
- Manage key issues in the media, providing sound advice internally and externally on investor related issues
- Manage investor meeting requests and days for the CEO and Executive Management team

Research and Analysis

- Take ownership of allocated projects and drive outcomes
- Undertake relevant research and analysis of information/data to develop recommendations for stakeholder endorsement
- Continual delivery of strong recommendations with options considered and supported by a high degree of research and analysis

Strategy Implementation Support

- Support development and implementation of board strategies in conjunction with Group Chief Advisor
- Produce and review regular board strategies, reporting on progress to CEO and Group Chief Advisor as required

Project Management and Stakeholder Engagement

- Set up relevant processes to effectively manage the project taking into account scope and impact
- Stakeholder analysis to develop appropriate communication strategies
- Identify and manage risks and issues within project
- Prepare and distribute monthly update to stakeholders as per current established process
- Successful delivery of scheduled projects within agreed timeframes

Key Requirements

Essential	Desirable
<ul style="list-style-type: none">• Tertiary qualifications in Business, Commerce, Communications or a related discipline• Proficiency in Mandarin, and English• Translation of documents between Mandarin, and English• Outstanding written and verbal communication• Strong personal presentation skills• Ability to multi-task, set priorities and work to a deadline• Ability to work within a high pressure and frequently changing environment• Ability to build and maintain relationships with internal and external stakeholders• Advanced computer skills, including proficient use of the Microsoft suite of applications (PowerPoint, Excel and Word)• Previous Investor relations experience or dealing with large Asian corporates• Experience in identifying, establishing and maintaining relationships with key investors and stakeholders• Experience in producing internal and external communications material• Demonstrated experience working with senior executives• Strong knowledge of aviation industry (desirable but not essential)	<ul style="list-style-type: none">• Proficient use of Microsoft Project• Preparation and delivery of Board and Executive level presentations• Project implementation experience• Aviation experience

Competencies

Delight Customers	<ul style="list-style-type: none">• Anticipates solutions that support extraordinary customer experiences• Identifies and addresses the underlying needs of customers (internal and external)• Seeks and identifies opportunities to surprise and delight customers (internal and external)
Communicate & Engage	<ul style="list-style-type: none">• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise• Builds rapport and proactively strengthens connections with others• Tailors messages for maximum impact
Connect & Partner	<ul style="list-style-type: none">• Builds trusting, cooperative partnerships, supporting others in challenging situations• Embraces collaboration and connection beyond organisation boundaries• Actively seeks opportunities to partner with others to achieve extraordinary outcomes
Embrace Change	<ul style="list-style-type: none">• Welcomes change and remains positive in the face of ambiguity• Seeks information to understand change and impacts• Demonstrates a change mindset, flexibility and openness
Innovate & Improve	<ul style="list-style-type: none">• Identifies issues in existing systems and processes that may not be obvious to others• Challenges the status quo and offers progressive ideas and solutions• Recognises ideas of all stakeholders and encourages innovative approaches
Drive Business Outcomes	<ul style="list-style-type: none">• Demonstrates persistence and perseverance in the face of obstacles• Shows personal accountability for achievement of job-specific outcomes• Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals
Motivate others & Self	<ul style="list-style-type: none">• Seeks and provides feedback and opportunities to learn , valuing contribution of self and others• Promotes and encourages excellence, growth and autonomy in self and others• Applies learning from previous experiences to improve future approaches and solutions