

JOB DESCRIPTION

General Information	
Job title:	Leadership & Learning Specialist
Purpose:	<p>The role will partner with team members, business leaders and subject matter experts to deliver knowledge and skills to our support leadership base and finance team members. Focusing primarily within our Australian support area and encompassing our finance division, the role is key in ensuring we have a support workforce that can meet our current and future bench strength objectives, enabling delivery of quality outcomes that meet our customers' needs.</p> <p>A key account management outcome of the role involves deploying and delivering an effective whole of finance learning function. The role will design, curate, co-ordinate and provide opportunity for growth and development for the entire breadth of our finance team members. This includes entry level roles, support via the CPA journey, through to CFO Level support.</p> <p>The role will also serve as host and /or moderator for virtual and in person leadership and empowerment program deliveries, curating and sharing content knowledge via facilitation expertise, administering collaboration tools, monitoring and measuring participants to ensure expert delivery and participant understanding.</p> <p>As part of the Professional Development team, the purpose of the role is to meet our greater company objectives of continual improvement in workforce and leadership capability, employee engagement and FCTG's future and growth goals.</p>
Grading/ Salary Range:	

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Classification	Non-Award
Primary Accountabilities & Objectives:	<p>1. Blended Facilitation</p> <ul style="list-style-type: none"> • Able to share own knowledge and leadership/empowerment programs through a variety of learning based activities and tools to improve participant capability and leadership performance at an intermediate to advanced level. • Highly confident to facilitate content across a variety of leadership, power skills capability subject matter areas. • Able to highly engage in both small and large group (conference) settings, via workshops, application sharing – virtual content tours, in classroom, virtually or a combination of both . • Serve as host or moderator for engaging virtual program delivery, sharing systems and processes, administering tech based collaboration tools, coordinating break out rooms, monitoring and facilitating communication with participants to ensure a smooth delivery. • Facilitate virtual and in-person small group coaching and mentoring. Coach learning groups assigned program projects. Support learners to showcase knowledge transfer to real job activities, provide feedback regarding strengths and areas of improvement. • Deploy and support Leader Led and SME Led Learning requirements. Use facilitation and content knowledge to upskill , support and empower Leaders/SME's to competently share skills, knowledge with team members. • Conduct regular in-person workshops with key leaders to support business strategy (Eg Design Thinking, Change, Storyboarding, Focus Groups) <p>2. FCTG Commercial Knowledge</p> <ul style="list-style-type: none"> • Maintain an intermediate to advanced knowledge across key leadership capability focus areas required to support an outstanding external customer experience. • Maintain an intermediate to advanced knowledge across FCTG's talent management strategy • Maintain an intermediate to advanced fluency in commercial models, business and customer strategy. <p>3. Communication & Management</p> <ul style="list-style-type: none"> • Engage with internal support stakeholders to drive leadership and finance initiative deliverables as directed. • Uphold FCTG values & philosophies in building and maintaining

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	<p>relationships with key stakeholders</p> <ul style="list-style-type: none"> • Work in both a behaviourally flexible and agile manner with greater People and Culture team members to drive outstanding service delivery to the customer • Serve as the primary contact for leaders and participants for all pre, during and post program related support • Work with other program contributors and SME's to confirm session details, prepare program materials, and co-ordinate program learning exercises and activities • Coordinate program logistics including arranging systems support needed and accommodation, flights if required for participants • Track and manage participant enrolments and cancellations and other program related data • Maintain accurate and complete records of participants details • Manage the collection and collation of program evaluation/assessment data to support analysis and reporting <p>4. Innovative & Customer Centric Mindset</p> <ul style="list-style-type: none"> • Work with stakeholders to deliver statement of works in time frames directed. • Proactively seek and recommend improvements to both FCTG and P&C products, tool and processes • Maintain FCTG , Brand Knowledge and Travel Industry Knowledge in order to support and drive value for internal stakeholders and customers • Maintain learning and development industry knowledge in order to support and drive value for internal stakeholders and customers <p>5. Design Fluency</p> <ul style="list-style-type: none"> • Maintain basic to intermediate fluency in key learning system, diagnostic & design tools. (Eg Articulate/Rise, Camtasia, Snag it, Hubspot, Canva, Compass, Adobe) • Maintain basic - intermediate fluency in key learning design and assessment methodologies (ADDIE/4MATS/LTM) • Contribute to creating and maintaining content for each program for participant use and reference.
Hierarchy:	Professional Development Leader

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Key communication and relationships:	<ul style="list-style-type: none"> - Senior Leaders, Finance and Support - Team Leaders, Finance and Support - Subject Matter Experts, Finance and Support - People and Culture leadership and wider team members
Job Requirements	
Experience: (Minimum level of experience required for the role)	Minimum Five (5) years previous experience team leading successful Flight Centre operational teams.
Skills & Capabilities	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Minimum Five (5) years previous experience leading successful Flight Centre operational teams. • Growth mindset and outstanding record of integrity and personal branding in FCTG. • High attention to detail and ability to execute • Strong track record in analysing operational problems and deploying improved/timely solutions. • Understanding of FCTG business systems and operations. • Excellent presentation, communication and interpersonal skills • A flexible, proactive, solution-oriented individual • Excellent influencing and presentation skills, and ability to collaborate and build strong/credible relationships • Strong leadership skills with the ability to engage, mentor, coach and effectively transfer expertise to others • Analytical problem-solver with a strong sense of accountability • Live and breathe FCTG Philosophies <p>Highly Desirable</p> <ul style="list-style-type: none"> • Previous experience as a facilitator • Successful deployment of learning solutions • Senior leadership experience

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	<ul style="list-style-type: none"> • Employment recency in Flight Centre front-end operations • Cert. IV in Training and Assessment or similar • Additional certification/s from talent and training associations a plus • Degree in education, design, business, human resources, information technology, or related field • Technical fluency in Microsoft Office Suite (Word, PowerPoint and Excel), instructional design platforms and tools • Experience across multiple brands/businesses/discipline areas 	
Other:	Location:	BNE
	Travelling:	<ul style="list-style-type: none"> • This role may include monthly domestic travel • There may be periods where taking of leave is restricted in support of program delivery
	Office hours:	830-530. Working from home flexibility.
	Additional:	
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Soft skills	Competency	Proficiency required
	Self-Motivated	Advanced
	Self-Driven	Advanced
	Partnering & Building Relationships	Advanced
	Collaboration	Advanced
	Excellent Communication Skills (Verbal & Written)	Advanced
	Teamwork & Development	Advanced
	Leadership	Advanced
	Problem Solving	Advanced
	Other	.

Functional / Job Related Skills	Competency	Proficiency required
	KPIs & Key Deliverables	Advanced
	Business Acumen	Intermediate
	Customer Centric	Advanced
	Results Focused	Advanced
	Performance Under Pressure	Advanced
	Time Management	Advanced
	Change Management	Intermediate
	Negotiation	Intermediate
	Other	.