



## Virgin Australia

### Role Description

### Position Snapshot

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**Position Title:** Planning & Logistics Advisor

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**Business/Division/Department:** Inflight Experience / Service Transformation & Capability

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**Location:** Virgin Village, Brisbane

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**Reports to:** Customer Experience Specialist

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**Direct reports:** N/A

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**Date:** August 2017

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### Overall Impact Statement

Your role supports the Service Transformation & Capability Team to enable our frontline teams across all customer touch-points to deliver a truly Virgin customer experience, by providing logistics and planning for Service-related programs and communications.

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## Organisation Context

The Virgin Australia group of airlines prides itself on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our award winning team.

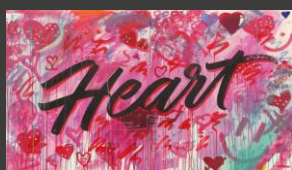
We know what sets Virgin Australia apart is our people and the drive that we all have to make a real difference for our guests. Our culture encourages innovation whilst ensuring that our guests remain the focus of our business. We deliver a highly professional and polished service, whilst ensuring that we are safe in everything that we do. We want dedicated people who are passionate about customer service and ready for the challenge of working in a challenging environment.

The reality is that being a team member of the Virgin Australia group of airlines involves hard work but is very rewarding. Our people are at the cornerstone of the business and their award winning service to every guest every day is putting the magic back into flying.

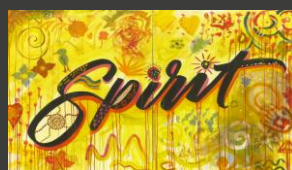
our purpose

We are  
champions of better.

our values



genuine  
authenticity  
heartfelt  
care  
respectful  
personal  
sincere



zest for life  
positive  
energetic  
spontaneous  
passionate



creativity  
find ways  
progressive  
thinking



inclusive  
together  
people / people  
involving  
caring for others  
engaging  
open

## Key Accountabilities

Key Accountabilities
Manage the planning and logistics of ST&C programs. Take responsibility for arranging venues for new programs, coordinating invitations and RSVPs, program IT and other requirements, participant communication, organising duty travel and production of collateral.
Stakeholder engagement and relationship management - Identify key stakeholders for ST&C programs, assess individual business unit requirements and ensure program information is delivered within agreed timeframes.
Be the conduit between resource planners, training teams and our team, working to ensure that we optimise the programs we design by having full courses with the right trainers and team members in attendance.
Assist with the development of program and communication materials relevant to company purpose, values and audiences which will support service delivery, engagement, change activities and training.
Assist with the delivery and execution of Pop Up Experience events for our frontline teams.
Engage, collaborate and support other areas of our business to ensure effective delivery of service transformation priorities for customer facing team members.
Develop, track and update project/ program schedules.
Project/ Program status reporting (pre and post go-live) weekly, monthly and as required.
Analysis and delivery of program participant feedback to relevant stakeholders, ensuring the ongoing success of our programs.
Managing multiple program inboxes for the ST&C, including actioning requests and responding to emails.

Focus on continuous improvement and advocate better ways of working at every opportunity to enable our frontline team members to deliver the world's most rewarding travel experience.

Collaborate with the Manager, Customer Experience to ensure team objectives are met

Manage the coordination and running of program planning meetings as required.

Actively participate in team initiative planning sessions.

Strive to make every experience a Virgin experience, for our team members and our guests, to help drive preference towards the Virgin Australia Brand.

As a Service Transformation & Capability team member, Be a Champion of Better.

## Key Requirements

Key Requirements	
Essential	Desirable
<ul style="list-style-type: none"><li>• Previous experience working in a varied Planning or Logistics role</li><li>• Demonstrated ability to work in a fast-paced, dynamic and ever changing environment</li><li>• Confidence with stakeholder engagement and management</li><li>• Proven ability to manage multiple and sometimes competing priorities in order to meet &amp; exceed stakeholder expectations.</li><li>• High level of proficiency in Microsoft Office</li><li>• Excellent attention to detail</li><li>• Effective written and verbal</li></ul>	<ul style="list-style-type: none"><li>• A background in training and program design and management</li><li>• Experience in event / project management</li><li>• Creative design &amp; publishing skills</li></ul>

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## communication skills

- You are a 'people person' who brings to life our company purpose and values in everything you do and with an innovative approach.
  - A solid understanding of the Virgin Brand and its importance and application within Virgin Australia for our customer facing team members.
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## Let's do it

I have read and understand the requirements of this position and I am the right person for the job. I agree to talk with my Manager or Leader if I don't 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 am committed to living the Virgin Australia values in my role and am ready to be an ambassador for the Virgin brand.

I understand the position description for my role is constantly evolving and therefore will be updated from time to time.

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