



Position Snapshot

Position title	Digital Learning Advisor (Guest Contact Centres)
Business/ Division/ Department	Guest Contact Centres
Location	Brisbane, Virgin Village
Reports to	Leader, Guest Contact Centre Learning & Capability
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

Virgin Australia Guest Contact Centre (GCC) provides world class call centre services to our valued guests. Our dedicated team of agents and support staff assist guests with a broad range of enquiries and bookings. The Learning & Capability team support the GCC through a range of capability building programs.

The GCC Learning & Capability team are commencing a digital transformation, with the aim to improve customer interactions, and deliver a more effective and engaging capability offering. We are looking for a creative and innovative Digital Learning Advisor, to support this transformation by developing a range of digital, blended and face-to-face capability building programs.

The Digital Learning Advisor will combine their technical skills, with imaginative flair, to create fun and unique capability programs, that deliver tangible results.

Key Accountabilities

- Design training programs for delivery & deployment including digital, micro learning, coaching, mentoring and blended programs.
- End-to-end design and delivery of quality eLearning materials and products that support the GCC learning strategy & objectives
- Design of printed collateral and support materials for learning campaigns
- Liaise with offshore learning team consultants to adapt / contextualise learning content and delivery methods to suit the audience
- Collaborating closely with GCC Operations and subject matter experts to determine training needs across the business
- Analysis of learning data, trends, activities and provide feedback to stakeholders as necessary
- Oversee the monitoring and reporting of all GCC learning and capability programs, including compliance adherence for mandatory accreditations & courses
- Administer the GCC offering of eLearning courses & knowledge sharing in the LMS environment and SharePoint

Key Requirements

Essential	Desirable
<ul style="list-style-type: none">• Intermediate to advanced level design and development skills in either Storyline or Adobe Captivate• Experience in developing non-traditional L&D programs such as micro-learning, learning campaigns, webinars, gamification, or podcasts• Intermediate understanding and use of SharePoint to edit sites, create/edit site pages and manage content.• Ability to analyse learning needs within a large, multi-skilled team• Strong communication skills demonstrated across a variety of channels• The ability to manage your own time to ensure deadlines are met	<ul style="list-style-type: none">• Understanding or experience with xAPI & data analytics in the L&D function• Adobe creative suite including Premiere Pro, Photoshop, Camtasia• Experience developing multimedia resources such as video, animation, podcasts etc• Experience with delivering remote (web) facilitated training using Skype, Microsoft Teams or similar tools• Experience in facilitation, coaching or other face-to-face capability functions• Airline, marketing or call centre experience

Competencies

Delight Customers	<p>Initiates customer centric solutions</p> <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 & Engage	<p>Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</p> <p>Builds rapport and proactively strengthens connections with others</p> <p>Tailors messages for maximum impact</p> <p>Leverages different mediums to present information and ideas</p>
Connect & Partner	<p>Builds trusting, cooperative partnerships, supporting others in challenging situations</p> <p>Embraces collaboration and connection beyond organisation boundaries</p> <p>Actively seeks opportunities to partner with others to achieve extraordinary outcomes</p> <p>Checks and aligns own work with team goals</p>
Embrace Change	<p>Embraces change, seeing it as an opportunity to drive business improvement</p> <p>Acts as a change advocate, sharing information and promoting change to others</p> <p>Displays resilience and flexibility, remaining focused on achieving outcomes</p>
Innovate & Improve	<p>Identifies issues in existing systems and processes that may not be obvious to others</p> <p>Challenges the status quo and offers progressive ideas and solutions</p> <p>Recognises ideas of all stakeholders and encourages innovative approaches</p> <p>Embraces digital opportunities in data analytics to improve processes and customer insights</p>
Diversity of Thinking	<p>Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</p> <p>Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</p> <p>Expresses own point of view and challenges basic assumptions</p>
Strategy & Direction	<p>Achieves objectives within own job area to deliver results aligned to the Group's strategy</p> <p>Promotes team understanding of Group's purpose and strategy and contribution of work to the Group's direction</p> <p>Considers whether short term goals support long term objectives</p>
Drive Business Outcomes	<p>Demonstrates persistence and perseverance in the face of obstacles</p> <p>Shows personal accountability for achievement of job-specific outcomes</p> <p>Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</p> <p>Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</p>
Motivate others & Self	<p>Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</p> <p>Promotes and encourages excellence, growth and autonomy in self and others</p> <p>Applies learning from previous experiences to improve future approaches and solutions</p>