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Position Title: Head of Talent Acquisition

Business/Division/Department: Group Talent & OD

Location: Brisbane

Report to: General Manager, People

Direct reports/Team Size 15

Date: October 2018

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.

We strive to have an inclusive culture that attracts and retains the best people for our business, inspiring them to contribute more while enjoying their work.

Your role plays a key part in getting the right people, into the right roles. You will be responsible for ensuring the recruitment team are delivering the best possible candidates through our sourcing, screening and attraction strategies whilst managing key internal and external stakeholders. Lifting the maturity of the function through system & process improvement and the development of greater in house Executive search capability.

As a true Champion of Better you will inspire passion and drive in others to bring their whole self to work.

**Organisation Context**

Virgin Australia Group is a major Australian airline group which includes Tigerair and 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 10,000 team members 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, 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.

**Key Accountabilities**

*Champion of Better Recruitment*

• Delivers a recruitment experience that is founded on the values and company purpose and delivers on the department recruitment strategy leveraging the groups EVP to go to market in a way that excites our future talent.

• Thinks proactively across all areas of recruitment taking functional workforce plans and ensuring they have the right talent at the right time through a variety of sourcing channels

• Fosters and develops a customer centric culture within recruitment that aims to constantly deliver exceptional customer service to both our internal and external guests.

• Ensures every candidate experience is an exceptional one leaving a lasting positive impression irrespective of the final outcome. Continue to build line manager recruitment capability to help deliver on the candidate experience whilst ensuring we bring the very best talent into the organisation.

*Attraction & Sourcing Strategy*

• Applies market expertise and insights to strategically source candidates through multiple forums & can support tailored strategic approaches to unique business units

• Applies innovative thinking and industry techniques to ensure Virgin Australia group is marketed to appropriate candidates for the appropriate business unit or portfolio

• Follows market trends and keeps connected to new recruitment practices to ensure Virgin Australia Group is providing the best recruitment experience.

System improvement & processes

• Reviews existing systems and processes and makes appropriate recommendations for improvement

• Ensures that systems are used to maximum capability & makes recommendations to enhance the recruitment service for the group – i.e. talent pooling, contingent workers

• Ability to design and manage clear reporting across all businesses that helps both track trends, drive performance and influence business stakeholders.

• Ability to manage external suppliers and drive best outcomes on rates and product offerings.

• Manage the recruitment approval process through fast and accurate reporting and internal (BP) stakeholder management whilst adhere to recruitment guidelines

*Leadership development*

• Inspire the recruitment team as a Champion of Better Leader. Motivate, inspire and guide the recruitment team to deliver the best recruitment service through feedback & development both in recruitment skill’s and personal growth.

• Communicates in a heartfelt and genuine way that drives engagement in the team

• Plays a key role in ensuring team members are connected to the company purpose.

*Executive level recruitment*

• Support and manage both in house & external Executive recruitment as required, including leverage of existing external relationships to secure senior roles

• Ability to manage stakeholders at Senior Levels through exceptional verbal and written communication

**Key Requirements**

• Minimum 10+ years’ experience in Recruitment or Talent Acquisition role incorporating significant recruitment experience

• Significant team leadership experience with a track record of engagement

• Significant experience in developing recruitment systems and processes.

• Significant experience managing a team to KPI’s and targets with proven results

• In-house recruitment experience including Executive search recruitment

• Demonstrated experience developing attraction, sourcing and talent pooling strategies

• High proficiency in Microsoft Office suite specifically excel & strong reporting and analytical skills

• Tertiary qualification in Business, Human Resources or related discipline desirable.

• Experience in a large organisation with a high volume frontline workforce

• Experience managing and negotiating contract terms and conditions including renewal rates

**Virgin Australia Leadership Standards**

*Passionately VA*

• Identifies and addresses the underlying needs of internal and external customers

• Identifies service trends and contributes to providing creative solutions

• Looks for ways to leverage digital transformation initiatives to improve ways of working and customer experience

• Taps into individual differences and working styles to improve business processes and outcomes

• Simplifies complex concepts and arguments

• Instils confidence in self and others to embrace challenges and opportunities

• Recognises and celebrates success and achievement

• Uses data to measure and monitor safety performance and ensures team members are accountable for their individual contribution to safety outcomes

*Desire to be Better*

• Uses digital platforms to generate insights on business performance, customer experience and risks

• Monitors trends and ideas, sharing insights to add value and address emerging risks

• Seeks ways to continuously improve and empowers others to challenge the status quo

• Explores and leverages new ways to communicate for maximum impact

• Pushes barriers and displays persistence, even in the face of failure

• Role models and coaches safety behaviours to support compliance and safety outcomes

*Collaborates*

• Understands the VA Group’s objectives and the links between teams, functions, businesses and sector

• Identifies and facilitates connections that add value

• Communicates convincingly, anticipating varied audience needs and adapting style

• Empowers others to build trusting and cooperative partnerships and facilitates relationships across the business and with external partners

• Enables connections, identifying and removing obstacles

• Shares learnings and drives collaboration and joint problem solving

*Inspires Team*

• Assembles high performing teams through complimentary skill sets and ways of working

• Coaches and mentors others, facilitating their development and encouraging initiative and action

• Sets goals for self and others that contribute to the achievement of VA’s strategy

• Proactively seeks and reflects on feedback to identify development opportunities

• Empowers others to take action without direct control

• Leads by example through influencing others with own actions

• Actively monitors teams for adherence to standard operating procedures and drive a ‘safety first’ culture

*Creates Future*

• Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response

• Engages with others and demonstrates empathy and caring in the face of change

• Prepares for change, seeking opportunities to contribute to change initiatives

• Demonstrates hunger for innovation, is comfortable with being uncomfortable when it comes to change

• Evaluates progress and re-prioritises work regularly based on changing needs and risk considerations

*Drives Results*

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