



## Position Snapshot

<b>Position Title:</b>	Leadership Support Specialist
<b>Division / Department:</b>	Flight Operations
<b>Location:</b>	Head Office
<b>Reports to:</b>	Deputy Chief Pilot
<b>Direct Reports:</b>	Nil
<b>Level:</b>	2.B
<b>Date:</b>	6 January 2022

## Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Leadership Support Specialist role is to support the Base Managers and the Deputy Chief Pilot in creating a positive workplace culture and working environment for the Pilot workforce. This role will develop, implement and lead projects and processes within the Flight Operations division and will work hand-in-glove with the People Team.

## Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

## Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> <li>• Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing)</li> <li>• Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required</li> <li>• Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group</li> <li>• Lead and participate in Safety Shares in all meetings</li> <li>• Champion Better Me throughout the Group</li> <li>• Lead consultation of WHS matters as related to your working environment</li> <li>• Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.</li> </ul>
Strategy	<ul style="list-style-type: none"> <li>• Develop a strong understanding of Flight Operations' business requirements</li> <li>• Partner with Base Managers and the Deputy Chief Pilot to develop and implement their strategic plans in a pragmatic, cost effective, efficient, and sustainable way and enable them to deliver on their strategy</li> </ul>
Leadership Support	<ul style="list-style-type: none"> <li>• Position oneself as a trusted advisor to the Deputy Chief Pilot and be considered as a key member of their management team</li> <li>• Foster professional relationships with various members and provide best practice advisory services that exceeds all expectations</li> <li>• Proactively and critically assess the needs to the business and make recommendations to enhance service delivery</li> <li>• Strategically enable and add value to leaders and customers</li> <li>• Proactively consider the impact of decisions and initiatives on customers</li> <li>• Work with the People Team to implement projects and annual HR programs in Flight Operations, aligned to the Flight Operations business and people plans, including (but not limited to) MOJO, Achieve &amp; Develop, and talent management processes</li> <li>• Participate in or lead cross functional projects as opportunities are identified</li> <li>• Develop effective and influencing working relationships across all levels of management and with employee representatives and unions</li> <li>• Support the negotiation and implementation of enterprise agreements.</li> <li>• With support from the People Team, investigate EEO Complaints, serious misconduct and disciplinary matters on behalf of the Base Managers.</li> <li>• Advise and support the Base Managers regarding grievance and conflict management</li> <li>• Ensure accurate and robust documentation of employee matters, including use of tools such as the People case management tool</li> </ul>

Accountability	Major Activities
Relationship Management	<ul style="list-style-type: none"> <li>Using strong commercial acumen to influence stakeholders and effect transformational change.</li> <li>Develop collaborative relationships with the Base Managers and the teams of the People team.</li> <li>Establish effective internal and external relationships (with colleagues, management teams, clients, service providers and professional bodies) to facilitate the achievement of business goals.</li> <li>Maintain a current understanding of the issues and concerns facing the Flight Operations, its leaders and the Pilot workforce.</li> </ul>
Operational Support	<ul style="list-style-type: none"> <li>Provide support to the Flight Operations Leadership Team (FOLT), including but not limited to: <ul style="list-style-type: none"> <li>Strategic planning</li> <li>Continuous improvement</li> <li>Change management</li> <li>System implementation</li> </ul> </li> <li>Work closely with key stakeholders to understand the anticipated costs, opportunities and lead times associated with a proposed schedule, project and/or strategy to ensure this is incorporated into the decision-making process</li> <li>Drive stakeholder engagement across all projects to ensure end to end Conduct process mapping/modelling activities as required</li> <li>Take ownership of project issues and ensure resolution requirements are captured</li> </ul>

## Key Requirements

Requirement	Essential
Education / Qualifications	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications in business or aviation management</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Strong Operation leadership or proven HR Business Partnering experience in a fast-paced environment.</li> <li>Experience supporting the delivery of an ambitious change and transformation agenda</li> </ul>
Skills	<ul style="list-style-type: none"> <li>A confident leadership style with good judgement and success in managing a complex workforce</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Strong knowledge of IR, change management and leadership principles</li> </ul>