



Position Snapshot

Position title	Program Support Advisor-Service Culture Team
Business/ Division/ Department	Service Culture Team
Location	Brisbane Head Office
Reports to	Manager, Service Culture
Direct reports	0

Organisational Context

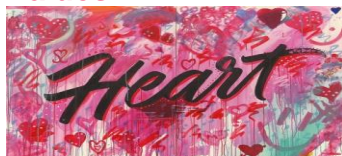
Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

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

This role supports the Service Culture Team to deliver on key training and reward and recognition programs and help plan for change and communications. This role is key to enabling our front-line team members to deliver an experience that could only be Virgin for our guests. You will do this by supporting the Service Culture to create a better people and employee experience for our frontline team member.

Key Accountabilities

- Manage the planning and logistics of Service Culture 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 Service Culture 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 Service Culture Team, 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, Service Culture 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 Culture Team member, Be a Champion of Better.

Key Requirements

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

Competencies

Delight Customers	
Communicate & Engage	
Connect & Partner	
Embrace Change	
Innovate & Improve	
Diversity of Thinking	
Strategy & Direction	
Drive Business Outcomes	
Motivate others & Self	