

Manager Airline Operations Technology

Virgin Australia strategic objectives

Australia's Favourite Airline Group. Leading through loyalty – customers, partners and community

1. Impress our customers
2. Strengthen our relationships
3. Be business smart
4. Put safety first and deliver operational excellence
5. Our people at their best

Level	3	Location	Brisbane
Department	Airline Operations Technology	Division	Information Technology
Group	Finance	Direct Reports	5 - 8 (depending on number and complexity of Projects being delivered)
Reports to	CIO	Manager once removed (MOR)	Chief Financial Officer
Role Scope	Manage Capex and Opex as appropriate	Created / Updated	01 June 2019

Role Summary

Role purpose

This role is accountable for setting the strategic direction, architecting and leading the investment and maintenance of technology required to support, grow and improve Virgin Australia's Airline Operations, which includes Virgin Australia, Tigerair, VARA and Cargo facing functions. They are responsible for building and ensuring the maintenance of the technology is operationally excellent throughout the application lifecycle including but not limited to IT Strategy and technology roadmap development, project delivery, oversight of the application support services and capacity planning.

The critical goal is to ensure the Airline Operations domains are enabled, providing them with technology investment that drives increased revenue, operational efficiency, on-time performance and customer satisfaction.

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Financial	<ul style="list-style-type: none"> Adherence to OPEX and CAPEX budgets Drive capex efficiency 	<ul style="list-style-type: none"> Meeting agreed targets
2. Safety	<ul style="list-style-type: none"> Lead by example to embed a strong safety culture 	<ul style="list-style-type: none">
3. Operational	<ul style="list-style-type: none"> Direct accountability for the IT services and results delivered to the business functions A stable technology 	<ul style="list-style-type: none"> Decrease in critical incidents year on year Minimise business disruption

Accountability	Major activities	Key Metrics
	<p>environment for the Airline Operational business functions.</p> <ul style="list-style-type: none"> On time, on budget project delivery Short, mid and long term technology roadmap for the business domains that is credible and relevant for the needs of the business operating units Comply with corporate and IT governance protocols 	<ul style="list-style-type: none"> Contribute to business benefits – increase revenue, increase loyalty membership, increase customer satisfaction
4. Customer	<ul style="list-style-type: none"> Ensure the technology needs of the relevant business areas are being provided and managed in an agreed and sustained manner 	<ul style="list-style-type: none"> Feedback from key GEs and GMs within relevant business units
5. People	<ul style="list-style-type: none"> Build and maintain an accountable, high performing and engaged team. Provide leadership to embed a values-driven and enabled workplace culture Be a role model for values and behaviours. Provide coaching, mentoring, development and training opportunities for all team members Demonstrate effective leadership in line with Virgin Australia's Leadership Framework Motivate and inspire all team members to achieve the highest level of customer service 	<ul style="list-style-type: none"> An engaged, motivated, high performing team with a high level of staff retention. Measured through annual engagement surveys Timely completion of scheduled people processes: Individual scorecard agreements & reviews Remuneration review Development Plans for all team members
6. Commercial	<ul style="list-style-type: none"> Collaboratively work with strategic partners to ensure business services are met within agreed business expectations Ensure compliance with IT's licensing agreements 	<ul style="list-style-type: none"> SLAs in place with key partners covering relevant applications / systems SLAs measured and tracked against targets

Accountability	Major activities	Key Metrics
	<ul style="list-style-type: none"> Negotiate commercial statement of works with vendor partners for new / project work 	

Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
<ul style="list-style-type: none"> Recruitment and resource planning of team members: permanent and contractors Methodology to be used for delivery of specific projects (eg. Waterfall, agile, etc) Statements of Work for small enhancements / projects 	<ul style="list-style-type: none"> Solution design, timeline and budget for new / enhanced systems to be delivered by team Selection of key partners for project delivery

Values and behaviours

We think customer

- Our customers are at the heart of everything we do
- We are passionate about creating an outstanding flying experience
- We deliver consistently high service internally and externally

We do the right thing

- We always put safety first
- We act with integrity and honesty
- We create a sustainable and inclusive environment for our people and the community

We lead the way

- We lead by example
- We have the courage to think differently
- We innovate

We are determined to deliver

- We do what we say we're going to do
- We are responsive
- We are committed to excellence in all we do

Together we make the difference

- We work together to achieve success
- We consider our impact on others
- Our people set us apart

Expertise

	Must have	Great to have
Knowledge/qualifications	<ul style="list-style-type: none"> Ability to provide strategic 	<ul style="list-style-type: none"> Relevant Airline experience

	Must have	Great to have
	<p>leadership to identify and create commercially viable technology roadmaps</p> <ul style="list-style-type: none"> • Expertise in identifying customer needs and building delivery plans that add value to the business outcomes • Sound understanding of the evolving digital world on both the demand side (how people/companies are using technology) and the supply side (emerging technologies) • Knowledge of the current and future technology direction of the airline industry and ability to align them to internal shifting strategies • A strong commercial focus including business case development experience 	<ul style="list-style-type: none"> • Tertiary qualifications in the IT or Business domain • Domain-specific knowledge of the company and its business units • Understanding of architecture principles required for a large complex organisation • Project management certification is an advantage
Skills	<ul style="list-style-type: none"> • Forward thinking with a passion for process improvement, software optimization and process standardization • Excellent oral and written communication skills, including the ability to explain digital concepts and technologies to business leaders, as well as business concepts to technologists • Demonstrated leader with strategic influencing skills, strong decision making, negotiating and conflict resolution skills, effective relationship building skills and strong analytical and problem solving skills • Clear direction setting capability for the team including clarity on accountability for the delivery • Uses systematic processes to identify issues and risks early • Strong commercial acumen and vendor management skills 	<ul style="list-style-type: none"> •
Experience	<ul style="list-style-type: none"> • 10 years' work experience preferably within IT primarily focused on customer focused and operationally critical domains • Project management experience and ability to lead multiple projects simultaneously 	<ul style="list-style-type: none"> •

	Must have	Great to have
	<ul style="list-style-type: none"> Experience dealing with C level executives Proven history of driving people, process and technology change in a dynamic and complex operating environment 	

Key interactions

Internal	ExCo level on an as-required basis ; SMT level regularly ; regular daily interaction with management and team members of all VA divisions
External	IT Vendors , IT Consulting Companies, Other Airlines

Sign off

I have read and understand the requirements of this position. I agree to consult with my Leader should I not 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 accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

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