

Virgin Lounge Melbourne – Trippas White Group

Join Our Team as a Lounge Manager!

Are you a dynamic, guest-focused leader with a passion for hospitality and delivering exceptional service? Trippas White Group is looking for an experienced and motivated Lounge Manager to lead operations at the Virgin Australia Lounge in the Melbourne domestic airport. This is your opportunity to oversee a premium service environment, ensuring excellence in every guest experience.

About the Role

As Lounge Manager, you will take ownership of the day-to-day operations, overseeing all aspects of food, beverage, and service delivery. You'll lead a high-performing team to maintain the highest standards of quality, safety, and guest satisfaction. Reporting to the National Operations Manager, you'll play a critical role in fostering innovation, collaboration, and respect in alignment with our company ethos, while managing budgets resourcefully and driving solution-focused outcomes.

Key Responsibilities

- o Food & Beverage Operations: Deliver consistent, high-quality products and ensure the lounge meets Virgin Australia's expectations
- o Guest Relations: Create a "Guest is King" culture, ensuring every visitor feels welcomed, valued, and cared for
- o Team Leadership: Recruit, train, and nurture a professional team that excels in guest service and operational efficiency
- o Compliance & Safety: Uphold strict safety, security, and hygiene standards, ensuring adherence to airport and legislative policies
- o Financial Management: Monitor food and labour costs, and implement strategies to achieve financial goals
- o Administration: Manage rosters, product orders, ensuring all documentation is accurate and timely
- o Client collaboration: Build and maintain strong relationships with clients and stakeholders

About You

You will take ownership of the operation and be a dynamic hands-on leader with a passion for hospitality and a track record of success in food & beverage or lounge management.

You will bring:

- o Proven experience in hospitality or food & beverage management in a high-paced venue
- o A minimum 3+ years' experience in a mature leadership role

- o A working understanding of food safety standards, current RSA certificate is a must
- o Advanced proficiency in Microsoft Office (Excel, Outlook, Teams, Word) with strong computer literacy and the ability to navigate systems efficiently. Purchase Plus & Ready-tech experience an advantage.
- o Strong leadership and team performance management skills
- o Excellent communication, time management and prioritisation skills
- o A commitment to delivering exceptional guest experiences
- o A proactive approach to compliance, safety, and operational excellence
- o Flexibility to thrive in a dynamic airport environment with varying hours
- o Must be an Australian or New Zealand Resident/Citizen

Why Join Us?

At Trippas White Group, we're more than a service provider—we're a team committed to innovation, excellence, and career growth. As part of our team, you'll enjoy:

- o Work with a vibrant team in a thriving location
- o Opportunities for professional development and career progression
- o Being part of a trusted and growing organisation operating across Australia
- o Airline industry benefit
- o Supportive, positive, and inclusive culture

TWG is committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people