

GROUP FLIGHT SAFETY INVESTIGATOR

Level	2A	Location	Virgin Village
Department	Group Flight Safety	Division	Safety Systems
Group	Operations	Direct Reports	Nil
Reports to	Manager Group Flight Safety	Manager once removed (MOR)	General Manager Safety Systems
Created		Updated	4 March 2019

Goals

My Role	<p>To assist Manager Group Flight Safety (MGFS) in administering Virgin Australia's Group Flight Safety team, including:</p> <p>Lead and participate in a range of Group Flight Safety activities as specified in the Safety Systems manual suite to ensure safety and investigation requirements are consistently achieved to a high standard</p> <p>Provide expert advice on the development and implementation of corrective action plans to address system deficiencies impacting Safety Systems and Flight Operations Monitor Safety reports, perform Operational Risk Classification analysis and evaluate the need for ATSB reporting and /or further investigation and provide recommendations and analysis to MGFS.</p> <p>Manage divisional risk assessment activities to ensure a standardised approach to the assessment of risk within the division.</p> <p>Support MGFS in the provision of operationally significant investigation reports to Safety Systems and Flight Operations Management</p> <p>Maintain confidentiality in all investigation analysis and reporting, including secure records of investigated incidents, recommendations and outcomes</p> <p>Assist the MGFS in reporting any safety investigations to Safety Systems and Flight Operations Management and external stakeholders such as CASA and the ATSB</p>
My Department	<p>The Group Flight Safety department endeavours to continually improve flight operations safety across the Virgin Australia Group AOC's through investigation, reporting and monitoring of operational risk within the systems and functions that support our safety systems and flight operations departments.</p>

Expertise

	Must have	Great to have
Qualifications	<ul style="list-style-type: none"> • Currently holds, or has previously held, a Commercial Pilots Licence (or Military equivalent), two crew experience and Multi- Engine Command Instrument Rating • Formal qualifications or equivalent experience in: <ul style="list-style-type: none"> ○ Safety Management Systems ○ IOSA Standards and Recommended Practices ○ Human Factors ○ Risk Management ○ Change Management 	Formal qualifications or equivalent experience in: <ul style="list-style-type: none"> ○ Technical Interview skills ○ Time management and prioritisation skills. ○ Training qualifications. ○ Formal qualifications as a Safety Investigator ○ Lead Auditor Qualified ○ Intellex, AQD, SABRE and Geneva
Knowledge	<ul style="list-style-type: none"> • Good knowledge of the ATSB Transport Safety Investigation Act 2003 • Good knowledge of ICAO Annex 13 – Aircraft Accident and Incident Investigation • Well-developed knowledge of Safety Management System principles and the management of operational risk • Comprehensive working knowledge of aviation legislation, regulations and regulatory structures published by local and foreign regulatory authorities. • Specialist technical knowledge of the principles of flight planning and its practical application in airline operations, including aviation meteorology and weather information delivery systems. • Good technical knowledge of high capacity aircraft systems, performance, aircraft weight and 	<ul style="list-style-type: none"> • Audit techniques and methodology for use in evaluating flight crew and operational processes in capacity RPT operations • Working knowledge of principles governing the use of IT systems and technology • Thorough knowledge of the Virgin Australia Group corporate document suite. • High-level knowledge of VAA Group Flight Operations functions and policy

	<ul style="list-style-type: none"> balance/loading systems In depth knowledge of Flight Data Analysis programs 	
Experience	<ul style="list-style-type: none"> Airline/ Turbine Multi Crew Operations/ Military flying or Air Traffic Control experience Experience or qualifications in the planning, organisation and conduct of aviation safety investigations Previous experience using a quality management application to manage occurrences and trend safety data. Experience in successfully working as part of a small team in a high pressure, time critical environment 	<ul style="list-style-type: none"> Safety management system experience. Risk management experience. Experience in the interpretation and application of IOSA Standards and Recommended Practices. Training experience. Experience acting as the official representative of a high capacity airline. Experience in developing and documenting systems procedures and processes suitable to satisfy regulatory and company business requirements Experience with Flight Data Analysis programs
	Must have	Great to have
Skills	<ul style="list-style-type: none"> Proven ability to research, analyse and present data from a range of familiar and new sources Ability to judge severity of problems and identify the need to escalate and/or employ external services to provide solutions Above average attention to detail Ability to present complex issues in a condensed form to a senior management audience. Excellent interpersonal skills. Excellent communication skills within all levels of the organisation. Well-developed MS Office suite skills 	<ul style="list-style-type: none"> Project management experience Formal technical report writing qualifications Structured interviewing skills Experience with e-learning development, curriculum design, training methodologies and online education Demonstrated competency in dealing with key internal and external stakeholders, flight crew and management in an effective and diplomatic manner Demonstrated ability of professional aviation investigation report writing

Key Accountabilities

Accountability	Major activities	Key Metrics
<p>1. Safety</p>	<ul style="list-style-type: none"> • Lead Virgin Australia GFS Occurrence Risk Classification (ORC) process, the risks associated with hazards that are identified within the Operation. • Work collaboratively with stakeholders to validate the ORC applied and maintain risk to as low as reasonably practicable. • Safety Investigations and Audits complete and updated in Intalex • Through the investigation process drill down to ensure causal factors have been accurately identified. • Safety Data Entry up-to-date to meet monthly reporting targets. • Risk Management database maintained up-to-date. • Analysis of Safety Data and trends • Complete mandatory training 	<ul style="list-style-type: none"> • As per SSM1 • As per SSM1 • Safety Investigations and Audit reports completed to a high standard in accordance with SSM1. <p>Maintain a high standard of feedback to Stakeholders.</p> <ul style="list-style-type: none"> • As per SSM1 • Monthly • Completed to a high standard. Feedback indicates reports are accurate, useful and add value to the business.
<p>2. Safety promotion</p>	<ul style="list-style-type: none"> • Provide SME articles for publication in corporate safety journals and Flight Safety Insight as requested. • Develop and facilitate presentation of safety promotion training material to internal and external stakeholders. • Assist the MGFS in representing Safety Systems and driving GFS department forward • Ensure safety-critical information is disseminated throughout the organisation in a timely and professional manner. • Ability to present information in an open forum • Lead Safety promotion presentations to Flight Crew • Provide safety communication and feedback as required including feedback from Peer Reviews. 	<ul style="list-style-type: none"> • Author Safety articles for Flight Crew education in a timely manner to MGFS. • Highly effective engagement with all stakeholders using influence and interpersonal effectiveness to ensure the ongoing credibility of GFS Investigations and Safety Promotion • Effective and accurate communication with internal and external stakeholders • Safety feedback assessed by stakeholders as useful, informative and constructive.

Accountability	Major activities	Key Metrics
3. Regulatory	<ul style="list-style-type: none"> Lead the review of company Safety Reports and assess for notification to ATSB and CASA as appropriate including other Safety Systems divisions such as Assurance, Cabin Crew, Engineering, Ground operations Professional liaison with ATSB, CASA, Airservices Australia, Foreign regulatory bodies and other external stakeholders 	<ul style="list-style-type: none"> Ensure strict compliance with all regulatory requirements of ATSB, CASA and external stakeholders
4. Operational	<ul style="list-style-type: none"> Volcanic Ash Management SEAT Management CERP Initial Assessment Team Go Team readiness and participation Operational Incident Alerts Aircraft Observation Flights for safety observations and safety promotion IOSA BARS 	<ul style="list-style-type: none"> Act as a member of the Volcanic Ash Management team as required. Act as a member of the SEAT Management team as required. Participate in Initial Assessments as required. Act on Operational Incident Alerts as required. Work with Divisional staff to maintain a high standard of IOSA Compliance As above for BARS compliance.
5. People	<ul style="list-style-type: none"> Excellent verbal and written communication skills including report writing. Excellent interpersonal skills. Excellent structured interviewing skills. Chair safety meetings Respect the sensitivity and confidentiality of information obtained during the audit/investigation process whilst balancing the need for the business to accurately assess the potential safety impact. 	<ul style="list-style-type: none"> Feedback from stakeholders and Leader Confidentiality maintained. Lead by example by ensuring consistent application of the Virgin Australia ‘Just Culture’ principles.
6. Customer	<ul style="list-style-type: none"> Director Group Flight Operations Head of Flying Operations/Chief Pilot Fleet Managers Fleet Standards General Manager Safety Systems FDAP Flight Operations Quality Assurance 	<ul style="list-style-type: none"> All Reports, Audits, Analysis is carried out to a high standard, in accordance with established procedures. Customer is aware of status of investigation / audit Meet IRM and RRM reporting requirements. Comply with all ATSB requests in a timely manner. Maintain the relationship with a high

Accountability	Major activities	Key Metrics
	<ul style="list-style-type: none"> CASA, ATSB, Airservices Australia 	<ul style="list-style-type: none"> degree of professionalism.
7. Develop Self	<ul style="list-style-type: none"> Identify training and development opportunities to maximise the benefit of Group Flight Safety to the company Maintain specific aircraft fleet technical knowledge to provide expertise as SME Maintain personal familiarity with industry best practice. 	<ul style="list-style-type: none"> Group Flight Safety is operated in accordance with industry best practice Group Flight Safety Investigator is recognised as Safety Systems and Flight Operations subject matter expert within the business
8. Financial	<ul style="list-style-type: none"> Manage Safety Investigations to maintain cost to as low as reasonably practical. Ensure costs associated with training arranged / facilitated by you are maintained to as low as reasonably practical 	<ul style="list-style-type: none"> Monthly expenditure.
9. Quality Control of Operational Documentation Output	<ul style="list-style-type: none"> Assist MGFS in ensuring that the Safety Systems manual suite pertaining to GFS is kept up to date Maintain secure records of investigated incidents, recommendations and outcomes of safety investigations 	<ul style="list-style-type: none"> The manual suite pertaining to GFS matters is maintained to the standard required by the regulatory authority and company requirements. No breach of confidential record keeping protocols
10. Special projects.	<ul style="list-style-type: none"> Manage and support special projects as directed by the MGFS 	<ul style="list-style-type: none"> Positive feedback from stakeholders.
11. Other duties.	<ul style="list-style-type: none"> Lead FSO with task allocation and supervision of GFS work processes Train Flight Safety Officers (FSO) as required in: <ul style="list-style-type: none"> o Intellex o Safety Investigation processes o Safety Investigation report writing 	<ul style="list-style-type: none"> Provide support and leadership to ensure FSO meet the expectations of MGFS regarding GFS work processes and safety investigations

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

Key interactions

Internal	<ul style="list-style-type: none"> ○ Director Group Flight Operations, General Managers and managers and staff of all operating divisions within the Virgin Australia Group, including but not limited to the following: Flight Crew; Cabin Crew; Ground Crew; Engineers; Network Operations; Flight Dispatch; Meteorologists; Ground Operations; Operations Planning; Crew Control; Load Control and Freight.
External	<ul style="list-style-type: none"> ○ CASA; ATSB; Airservices Australia, Foreign Regulatory Authorities, Boeing, Airbus, ATR, third party suppliers for the provision of goods and services.

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]