

Virgin Australia

Position Description



Position Snapshot

Position Title: Flight Operations Quality Specialist

Business: Flight Operations

Location: Brisbane, Head Office

Reports to: Manager Quality Systems - Flight Operations

Direct Reports: Nil

Classification: 2A

Employment: Full Time

Date: June 2019

Overall Impact Statement

My Role:

- Lead and contribute to a range of oversight activities to ensure Flight Operations safety and quality requirements are consistently achieved.
- Conduct internal conformance assessments for IOSA Standards and Recommended Practices relating to Flight Operations.
- Manage all aspects of operational risk management within the Flight Operations division
- Collate and present safety and quality data to management level audiences.
- Assist accountable management with the development of corrective and/or preventative action plans.
- Analyse safety and quality data from a range of internal and external sources to proactively identify potential improvement opportunities.
- Advise accountable managers on the application of company change management processes.

My Department:

The Flight Operations Quality department aims to promote the continuous improvement of flight operations across the Virgin Australia Airlines and Virgin Australia International Air Operator Certificates through the systematic identification, reporting and monitoring of operational risk data.

Organisation Context

Virgin Australia Group is a major Australian airline group which includes Tigerair and 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 10,000 team members 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, 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.

Key Accountabilities

Safety

- Lead and participate in a range of oversight activities relating to Flight Operations management systems and operational functions.
- Assist with the ongoing development and delivery of the Flight Operations Quality Audit Program and Flight Operations Safety Audit Program.
- Manage all aspects of operational risk management within the Flight Operations division.
- Analyse safety and quality data from a range of internal and external sources to proactively identify potential improvement opportunities
- Assist accountable management with the development of corrective and/or preventative actions plans.
- Administer Flight Operations safety and quality data in the Intalex system.
- Extract and collate safety and quality data for presentation to the Management Safety and Risk Review Committee.

Operational

- Assess conformity with Flight Operations IOSA Standards and Recommended Practices (ISARP's) in accordance with IOSA methodology.
- Conduct systems-level auditing to proactively identify latent failures in system and process design that may impact Flight Operations objectives.
- Conduct detailed root cause analyses to assess suitability of proposed corrective and/or preventative action plans.
- Prepare and review amendments to the Flight Operations manual suite to address compliance issues.

Customer

- Facilitate external audits of Flight Operations by external audit organisations (e.g. CASA, IOSA & BARS audit organisations).
- Engage with external auditors as required to ensure proposed action plans adequately address the root cause of externally generated findings.
- Monitor service level performance for outsourced Flight Operations functions.

Financial

- Comply with company expense and duty travel policies.
- Manage individual leave in accordance with the company leave policy.
- Assess potential financial risk as it relates to operational change initiatives.

People

- Develop and maintain productive working relationships with divisional management and the broader organisation to promote the continuous improvement of Flight Operations activities.

Key Requirements

Essential

- Relevant tertiary education with at least one of the following qualifications:
 - A degree (preferably majoring in aviation-related disciplines)
 - Commercial Pilot Licence (CPL)
 - Lead Auditor qualification.
- Relevant industry experience in a high capacity airline or military operation.
- Comprehensive knowledge of Australian aviation legislation and regulatory framework.
- Strong technical knowledge of commercial jet aircraft systems, performance and operating procedures.
- Well-developed knowledge of Safety Management System principles and their practical application.
- Understanding of IOSA concepts.
- Proven ability to research, analyse and present data from a range of familiar and new sources.
- Exceptional written communication skills, including the ability to confidently write reports on complex technical and operational concepts.
- Proven time management / prioritisation skills.
- Competent with the MS Office suite and Adobe Acrobat.
- Demonstrated ability to follow verbal and written instructions.
- Ability to work autonomously with minimal supervision.

Desirable

- Quality Management System qualifications and /or experience.
- Safety Investigator qualifications and /or experience.
- Airline Transport Pilots Licence (ATPL).
- Previous experience in leading and/or participating in quality audits.
- Aircraft weight and balance / loading systems experience.
- Flight Planning / Dispatch experience.

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Supports initiatives to improve policies, processes and customer interactions • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	<ul style="list-style-type: none"> • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	<ul style="list-style-type: none"> • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	<ul style="list-style-type: none"> • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	<ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	<ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety