

**Cabin Crew Workplace Health and Safety Specialist**

**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

<b>Level</b>	2B	<b>Location</b>	Virgin Village - Brisbane
<b>Department</b>	Workplace Safety	<b>Division</b>	Safety Systems
<b>Group</b>	Virgin Australia	<b>Direct Reports</b>	1
<b>Reports to</b>	Manager, Group Workplace Safety	<b>Manager once removed (MOR)</b>	General Manager, Safety Systems
<b>Role Scope</b>		<b>Created / Updated</b>	15 November 2018

**Role Summary**

## Role purpose

Group Workplace Safety Team facilitate quality outcomes for both the Group and Cabin Crew division through the development and implementation of an audit program as well as ensuring all cabin crew operational manuals meet current company and regulatory requirements. Specialist Cabin Crew Workplace Health and Safety (WHS) resources within Group Workplace Safety provide support and advice to ensure legal compliance and effective management of WHS risk to maintain and enhance the health and safety of cabin crew operating in the cabin environment. The Cabin WHS function has now been fully integrated with the Group WHS Department to ensure all relevant initiatives and management system requirements are supported and implemented effectively across the Group.

In this position you will be responsible for, but not limited to, achieving the following:

- To oversee WHS across the Group and specifically within the Cabin Crew Division to ensure effective processes are in place to deliver safety outcomes.
- To maintain contemporary knowledge of and to ensure compliance with applicable Work Health and Safety Legislation in both Australia and New Zealand for Virgin Australia Domestic, International (including New Zealand) and Regional cabin crew operations.
- Execute a WHS Strategy focused on building an interdependent work health and safety culture for Group that drives a reduction in injuries while ensuring legal compliance.
- Actively influence and engage with key stakeholders and cabin crew to provide specialist advice, training, guidance and support on work health and safety issues to enable them to continuously improve systems and processes as well as workplace health and safety performance.
- Provide detailed analysis and compile comprehensive reports for Cabin Crew Management that outline a clear and accurate risk profile for cabin crew.
- Manage an effective risk management program for the Cabin Crew Division including maintaining and regularly updating the WHS Risk Registers.
- Manage the workplace inspection program and conduct inspections, audits and other surveillance as required.
- Maintain oversight of the VA Care program including provision of support to Cabin Crew Management and to ensure that data quality and integrity.
- Drive a proactive approach to WHS management across all areas of cabin crew and work collaboratively with the Cabin Crew Management team to achieve targets.
- Manage Group work health and safety training programs to ensure all programs are current, compliant and cover appropriate content.
- Facilitate Work Health and Safety Committees ensuring legal requirements are met.
- Ensure investigations are conducted in a timely manner and communicate investigative results clearly to key personnel.

## Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Workplace Health and Safety Management Systems and Legislation	<ul style="list-style-type: none"> <li>• Ensure Cabin Crew WHS Manual content current and adheres to AS4801, WHS Legislative requirements and the Virgin Australia Group WHS Management System Manual</li> <li>• Effectively influence key areas of management to ensure WHS compliance and continuous improvement with Group WHS</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Cabin Crew WHS Manual content is current and compliant</li> </ul>

Accountability	Major activities	Key Metrics
	<p>policies and procedures</p> <ul style="list-style-type: none"> <li>• Continually improve WHS Standards, systems and processes</li> <li>• Provide specialist advice and support to managers and employees on the execution for WHS policies and procedures</li> </ul>	
<p>2. Workplace Health and Safety Leadership</p>	<ul style="list-style-type: none"> <li>• Demonstrate safe behaviour and practices to all staff in an effort to create an interdependent safety culture</li> <li>• Challenge unsafe behaviours and recognise and reinforce safe behaviours in the workplace</li> <li>• Execute workplace health and safety strategy initiatives</li> <li>• Develop and coach workplace health and safety representatives</li> <li>• Provision of a high level of support to Cabin Crew Management</li> </ul>	<ul style="list-style-type: none"> <li>• Being visible in the workplace, leading by example</li> </ul>
<p>3. WHS Investigations</p>	<ul style="list-style-type: none"> <li>• Highlight occurrences that require an investigation and undertake as required. Making recommendations for appropriate corrective and preventative actions</li> <li>• Prepare investigative reports and analyses that are thorough, timely and well written</li> <li>• Communicate investigative results and actions clearly to key personnel</li> <li>• Ensure assessments and investigations conducted are uploaded into AQD and action plans are monitored.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage assigned actions to ensure timely completion</li> <li>• Timely response to conducting investigations following a significant safety occurrence or injury</li> <li>• Accuracy and timeliness of post investigation reports</li> <li>• Ensure serious injuries are reported to key personnel immediately</li> </ul>
<p>4. Workplace Health and Safety Trending, Analysis and Reporting</p>	<ul style="list-style-type: none"> <li>• Oversee trending and analysis for reported hazards and injury / illnesses for cabin crew</li> <li>• Compile Monthly Safety reports including conducting lost time injury analysis and review of Workers Compensation Claims</li> <li>• Maintain oversight of the VA Care program including provision of support to Cabin Crew</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of data provided to relevant stakeholders</li> <li>• Arising trends are communicated to key stakeholders for action and resolution</li> <li>• Accurate risk classification assigned to occurrences</li> </ul>

Accountability	Major activities	Key Metrics
	<p>Management and to ensure that data quality and integrity.</p> <ul style="list-style-type: none"> <li>• Ensure appropriate treatment strategies for significant WHS trends identified.</li> <li>• Effectively communicate identified issues/trends relevant key stakeholders to ensure action.</li> </ul>	
<p>5. Risk Administration, and Reporting (including hazard identification)</p>	<ul style="list-style-type: none"> <li>• Facilitate and / or participate in risk assessments as required or for any new procedures, process change or introduction of new equipment that may impact WHS for cabin crew or guests.</li> <li>• Manage an effective risk management program for the Cabin Crew Division including maintaining and regularly updating the WHS Risk Registers.</li> <li>• Regular reporting to key stakeholders to highlight current risks and flag risks requiring treatment, overdue, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• All Moderate risks or above have risk mitigation plans in place and are addressed in a timely manner</li> <li>• Accuracy and timeliness of risk data provided to relevant stakeholders</li> <li>• Risk assessment actions current (i.e. nothing overdue)</li> </ul>
<p>6. Communication and Consultation</p>	<ul style="list-style-type: none"> <li>• Facilitate Work Health and Safety Committees ensuring legal requirements are met.</li> <li>• Manage overall strategy for the communication of health &amp; safety information including pre-flight briefing questions and focus topics issued to cabin crew</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure communications are issued within specified timeframes</li> <li>• Ensure WHSC meet legal requirements</li> </ul>
<p>7. Audits and Workplace Inspections</p>	<ul style="list-style-type: none"> <li>• Manage Workplace Inspections program, compile and raise findings with relevant teams</li> <li>• Conduct workplace inspections, compile findings and execute actions</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of audits</li> <li>• Assigning corrective and preventative actions</li> <li>• Recording all workplace inspections</li> </ul>
<p>8. WHS Training</p>	<ul style="list-style-type: none"> <li>• Manage Cabin Crew work health and safety training programs to ensure all programs are current, compliant and cover appropriate content.</li> <li>• Deliver WHS training to cabin crew where required</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of training product, considering legal requirements and audience</li> <li>• Direct observation and feedback from stakeholders</li> </ul>
<p>9. Other</p>	<ul style="list-style-type: none"> <li>• Perform other duties / project work as may be required</li> <li>• Build and maintain relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of duties / project work to target</li> </ul>

Accountability	Major activities	Key Metrics
	with the Group WHS team <ul style="list-style-type: none"> <li>• Drug and Alcohol Management Plan Supervisor</li> </ul>	

### Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
The role has the authority to make decisions that relate to maintaining work health and safety compliance for cabin crew through development of comprehensive strategic policies, guidelines based factual evidence, precedent or professional judgment.	Provision of specialist WHS advice  Ensure that Virgin Australia has, and implements, processes for complying with any legal duty or obligation.

## 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"> <li>• Relevant degree/diploma</li> <li>• Safety investigation qualification including demonstrated</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitation of risk assessments qualification</li> <li>• Internal auditing of management</li> </ul>

	Must have	Great to have
	<p>investigative knowledge</p> <ul style="list-style-type: none"> <li>• Thorough understanding of Australian and New Zealand Workplace Health &amp; Safety Acts, Regulations, Codes of Practice and other relevant Standards</li> <li>• Thorough understanding workplace health and safety management systems</li> <li>• Demonstrated hazard identification and risk assessment knowledge</li> <li>• Demonstrated leadership skills including knowledge of coaching and mentoring methodologies</li> <li>• Auditing and Compliance knowledge</li> <li>• Knowledge of change management principles</li> <li>• Excellent communication skills including report writing.</li> </ul>	<p>systems qualification</p> <ul style="list-style-type: none"> <li>• Certificate IV in Training and Assessment</li> <li>• Report writing qualification</li> <li>• Working knowledge of aviation regulations (E.g.: CASA, CAA, FAA, DOTARS )</li> <li>• Strong understanding of organisational culture</li> <li>• An understanding of the relationship between the requirements for effective safety management and Divisional objectives</li> <li>• Knowledge of service level agreements</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Demonstrated ability to influence and engage senior management and executive levels</li> <li>• Proven ability to develop and maintain relationships with a range of stakeholders as well as the ability to influence team members and initiate behavioural change</li> <li>• Strong people leadership skills</li> <li>• Excellent communication and facilitation skills</li> <li>• Highly developed research, planning and problem solving skills</li> <li>• Very strong administrative skills including intermediate level Excel, Word, Visio &amp; Outlook</li> <li>• Strong communication and facilitation skills</li> <li>• Ability to investigate and identify causal factors</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to think analytically and strategically whilst identifying opportunities and implement initiatives to deliver upon business outcomes</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Demonstrated experience in Workplace Health and Safety (minimum 3 years)</li> <li>• Experience in leading a team towards the achievement of key</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the Australian aviation industry, particularly cabin crew experience in either domestic or international environments</li> <li>• Experience in Aviation Quality</li> </ul>

	Must have	Great to have
	<p>outcomes</p> <ul style="list-style-type: none"> <li>• Risk management experience.</li> <li>• Proven experience conducting investigations</li> <li>• Process development/change management experience</li> <li>• Ability to succinctly present information in an open forum.</li> <li>• Proven ability to develop relationships with a range of internal and external stakeholders</li> </ul>	<p>Database (AQD) administration</p> <ul style="list-style-type: none"> <li>• Experience in CURA (or similar) Risk Management Database administration</li> </ul>

## Key interactions

Internal	Including but not limited to Cabin Crew Management, including Cabin Crew Training, Cabin Standards and Quality and Cabin Crew; Catering; Service and Product teams; Procurement; Safety Systems; Group WHS team and Workers Compensation
External	Relevant regulatory bodies, 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]