

Flight Technical Publications & Communications Officer			
Level	1C	Location	Brisbane Head Office
Department	Flight Operations Support	Division	Flight Operations
Group	Operations	Direct Reports	-
Reports to	Leader, Flight Technical Publications & Communications	Manager once removed (MOR)	Head of Flying Operations/Chief Pilot
Created	1 <sup>st</sup> April 2004	Updated	20 July 2018

## Goals

My Role:	<ul style="list-style-type: none"> <li>To deliver superior standards for the authoring, quality control, and development of the intellectual content of the Flight Operations manuals and other controlled documentation reflecting the department's policy of producing intelligible and effective instructions for Virgin Australia operating crews and operational support personnel.</li> <li>To assist the Leader, Flight Technical Publications &amp; Communications with the execution and co-ordination of Flight Operations Technical functions.</li> <li>The provision of technical support services to the Flight Operations management team.</li> </ul>
My Department:	To establish and maintain high standards for the operation of Virgin Australia aircraft including crew operating procedures, training & checking procedures, as well as other supporting operational processes, with the final objective of transporting our customers and other payload in a safe, efficient, and reliable manner in accordance with the airline's operating schedule.

## Virgin Australia

- To be Australia's airline of choice.
- To be Australia's best customer led organisation
- To do for corporate travellers what we did for leisure travellers in 2000

## Expertise

	Must have	Great to have
Knowledge	<ol style="list-style-type: none"> <li>Reasonable familiarity with aviation legislation, regulations, regulatory structures, including the Australian Aeronautical Information Publications, and interpretative ability for same.</li> <li>Strong written communication skills in grammatical English, including the ability to confidently draft intelligible procedures for technical and operational documentation, and to proceduralise tasks &amp; functions.</li> <li>Ability to research, analyse, and present data, from both familiar and new sources, and prepare</li> </ol>	<ol style="list-style-type: none"> <li>Advanced knowledge of the use of MS Office and the practical use of Adobe Acrobat.</li> <li>Some familiarity with aviation technology, such as airframes, aircraft turbo-jet engines, and navigational systems.</li> <li>Some familiarity with ground support systems and equipment as used by high capacity airlines and major airport operators in Australia, and how they interrelate with flight crew responsibilities.</li> <li>Some understanding of QA processes.</li> <li>Familiarity with the use of Jeppesen navigational</li> </ol>

	<b>Must have</b>	<b>Great to have</b>
	<p>formal reports.</p> <ol style="list-style-type: none"> <li>4. Sound MS Office skills.</li> <li>5. Able to work autonomously with minimal supervision.</li> <li>6. Strong organisational skills.</li> <li>7. Excellent time management skills &amp; the ability to prioritise tasks.</li> <li>8. A focus on, and commitment to, quality of work output.</li> </ol>	<p>documentation and charts (or equivalent), and their use by pilots.</p> <ol style="list-style-type: none"> <li>6. Some understanding of the principles of flight, the operation of gas turbine engines, and aircraft performance theory.</li> <li>7. Some understanding of the principles of aircraft flight planning and its practical application.</li> <li>8. Some understanding of the principles of aircraft weight &amp; balance control and its practical application - exposure to airline load control systems an advantage.</li> <li>9. Some understanding of aviation meteorology and weather information delivery systems for pilots.</li> </ol>
Qualifications	<ol style="list-style-type: none"> <li>1. A degree, preferably majoring in aviation-related disciplines, OR, hold a Commercial Pilot Licence and passes in the CASA ATPL theory subjects, together with evidence of the analytical and report writing competency as indicated in "Experience" below.</li> </ol>	<ol style="list-style-type: none"> <li>1. Completion of Commercial Pilot Licence theory subjects (or higher).</li> <li>2. Private Pilot Licence (or higher).</li> <li>3. Command Instrument Rating (or completion of CIR CASA examinations).</li> </ol>
Skills	<ol style="list-style-type: none"> <li>1. Strong written communication skills in grammatical English, including the ability to confidently draft intelligible procedures for technical and operational documentation, and to proceduralise tasks &amp; functions.</li> <li>2. Ability to research, analyse, and present data, from both familiar and new sources, and prepare formal reports.</li> <li>3. Sound MS Office skills.</li> <li>4. Able to work autonomously with minimal supervision.</li> <li>5. Strong organisational skills.</li> <li>6. Excellent time management skills &amp; the ability to prioritise tasks.</li> <li>7. A focus on, and commitment to, quality of work output.</li> </ol>	

	Must have	Great to have
Experience	8. Demonstrated competency & experience in analysing issues and then writing reports or assignments in sound, grammatical, and intelligible English. (e.g. University assignments or practical industry experience, such as procedure drafting).	1. Previous experience with process development and authoring of operational documentation in an aviation environment. 2. Commercial piloting experience. 3. Experience working in a flexible small team environment. 4. Experience functioning effectively in an operationally dynamic working environment which required prioritised decision making consistent with core job responsibilities and objectives.

## Key Accountabilities

Accountability	Major activities	Performance Indicators
<b>Operational Documentation - Authoring, Process Development, &amp; Review Actions</b>	<ul style="list-style-type: none"> <li>Action &amp; administer requests for the publication of new manuals, revisions to existing manuals, and supplementary operational instructions, including the analysis of the initial request, process development, &amp; authoring/compilation of the intellectual content, as directed by the Leader, Flight Technical Publications &amp; Communications or other member of the Flight Operations management team.</li> <li>Advise the Leader, Flight Technical Publications &amp; Communications on the prioritisation of production and issuance of revisions to operational documentation.</li> <li>Process Revision &amp; TR Requests to the Airline Publications Department and negotiate workable production schedules with the Leader, Airline Publications.</li> <li>Assist the Leader, Flight Technical Publications &amp; Communications to monitor day-to-day events which may adversely impact on Flight Operations or crew functions &amp; responsibilities, and take the necessary action to address any issues raised.</li> </ul>	<ul style="list-style-type: none"> <li>Revisions to the Operation manual suite completed and distributed in the required time frame - expressed as both a raw number and a percentage achieved versus planned.</li> <li>Operational notices formulated and made available for distribution in accordance with their level of operational urgency - expressed as both a raw number and a percentage achieved versus planned.</li> <li>Close liaison maintained with the Flight Operations management team regarding issue of notices and action taken within 2 working days, where required by level of urgency - expressed as both a raw number and a percentage achieved versus planned.</li> <li>Ratio of positive versus negative feedback items from the Flight Operations management team and flight crew relating to the quality, accuracy, and timeliness of operational documentation.</li> </ul>

Accountability	Major activities	Performance Indicators
	<ul style="list-style-type: none"> <li>• Liaise with company manual Controlling Authorities to harmonise procedures and ensure the integrity of manual technical or procedural content.</li> <li>• Execute the review &amp; update processes of the Operations Manual suite, supplementary operational instructions, and other ancillary controlled documentation functions.</li> <li>• Provide assistance to the Leader, Flight Technical Publications &amp; Communications to maintain the 'Departmental Running Action Items List'.</li> </ul>	
<p><b>Quality Control of Operational Documentation Output</b></p>	<ul style="list-style-type: none"> <li>• Execute processes to affect the quality control of designated elements of the Flight Operations manual suite and ancillary documentation.</li> <li>• Liaise with the relevant Controlling Authorities of the Flight Operations manuals and proactively provide advice to them in order to ensure the quality of the intellectual content, intelligibility, &amp; structural integrity of their manuals.</li> <li>• Monitor the quality control, update, revision insertion, &amp; distribution processes for the Virgin Australia port, flight planning facility, &amp; flight deck operational manuals/documentation</li> <li>• Liaise with the Leader, Airline Publications for the maintenance of all Flight Operations forms to ensure currency of the Airline Publications register, and liaise with other users to ensure currency of forms is achieved.</li> <li>• Act as the final Quality Control filter for the intelligibility of content &amp; structural integrity of designated elements of the Operations manual suite and Flight Operations ancillary documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• The Flight Operations manual suite and operations documentation is maintained to the standard required by the regulatory authority - expressed as a percentage of negative observations or NCN's made compared to the total number of manuals and supplementary operational instructions issued.</li> <li>• The flight deck documentation for the fleet is revised and maintained to the standard required by the guidelines established - expressed as a percentage of negative observations by flight crew compared to the total number of manuals and supplementary operational instructions on issue to the fleet.</li> </ul>

Accountability	Major activities	Performance Indicators
<p><b>Control of Operational &amp; Technical Data &amp; Information Delivery Systems</b></p>	<ul style="list-style-type: none"> <li>• Execute processes relating to the Flight Operations functions and responsibilities connected with the induction of new aircraft to the Virgin Australia fleet.</li> <li>• Execute processes relating to the Flight Operations functions and responsibilities connected with exit of aircraft from the Virgin Australia fleet.</li> <li>• Execute processes relating to the Flight Operations functions and responsibilities connected with the addition of new ports to the Virgin Australia network.</li> <li>• Manage &amp; control the documentation published on the Flight Operations section of the Virgin Australia VINE.</li> </ul>	<ul style="list-style-type: none"> <li>• New aircraft are added to the AOC on the planned day – measured by the ratio of the number of delayed flights versus total departures for the month, which are attributed to delays in the execution of Flight Operations responsibilities.</li> <li>• .</li> <li>•</li> </ul>

**Competencies** are relevant to every Virgin Australia team member. Please refer to the Virgin Australia Behavioural Guide for further detail specific to your position.

- Continuous Improvement and Strategic Focus
- Critical Thinking and Analysis
- Organisational and Social Commitment
- People and Leadership
- Personal Awareness and Effectiveness
- Service Delivery
- Vivacity

### Key Interactions

Internal	Flight Operations Management Team, Flight Operations Technical, Airline Publications, Engineering, Line Operations, Network Operations, Maintenance Watch, Flight Dispatch, Cabin Standards, Airport Standards, Regulatory Services, Safety Systems,
External	Airport Operators, Jeppesen, Boeing, Vistair, Embraer, Airbus, ATR

## Major Challenges

1. Providing effective and timely execution of assigned job functions in accordance with Flight Operations policies and procedures, in a high workload environment, without compromising the standard of output.
2. The ability to meet tight timelines for the distribution of accurate and quality-checked aircraft weight and balance data to users and operational documentation for the Flight Operations department, without compromising the high standard of production and presentation of the manual suite.
3. To tap into the wealth of experience available amongst the other Flight Operations staff by enthusiastically learning new tasks and skills to enable the continuous expansion of one's knowledge base, with the result of achieving greater effectiveness in the job and enhancement of value to Virgin Australia.

## Our Expectations

### You are expected:

1. To be the ultimate Virgin Australia ambassador through living, breathing and promoting the Virgin Australia Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
4. To demonstrate our Leadership Behaviours; Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
5. To comply with and actively support all position, department and company policy and procedures
6. To be a team player – supporting a one in all in approach and a first to know, best to deal with
7. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
8. To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

## Sign Off

I have read and understand the requirements of this position. I agree to consult with my Manager or 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:	Signature:	Date:
Manager/Leader's Name:	Signature:	Date: