



Position Snapshot

Position Title:	Manager, Safety Assurance
Business / Division / Department:	Safety Systems and Operations Support
Location:	Brisbane
Reports to:	General Manager Safety Systems and Operations Support
Direct Reports:	6
Classification:	3
Date:	March 2021

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Manager, Safety Assurance is to ensure the provision of systems and processes for oversight of the Virgin Australia Airlines operational functions and key support functions as required. This is conducted through both the provision of a formal risk-based systems audit program and the investigation of operational accidents and incidents. In addition, the Manager, Safety Assurance oversees the analysis of safety data including the Flight Data Program. To ensure effective completion of these requirements the Manager, Safety Assurance leads a team of qualified auditors/investigators and Flight Data Specialists.

The Manager, Safety Assurance is a key promoter of the safety management system and liaises extensively with operational leaders to advise, assist and guide in the development and application of internal quality programs relevant to each business owner.

In addition, the Manager, Safety Assurance will:

- Take a holistic operations view in the establishment of systems focussed assurance activity that will clearly highlight areas for improvement prioritised by risk.
- Influence senior leaders to embrace the management of internal safety & quality by building open and constructive relationships.
- Maintain a contemporary knowledge of all applicable safety legislation, standards and practices.
- Manage the implementation of the systems and processes that affect the conduct of risk- based safety oversight cognisant of statutory obligations and best practice.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Regional Airlines, Tigerair Australia, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

We pride ourselves on recruiting the right people into the right roles and we know that our people set us apart from the rest.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

As a result, every person we come into contact with – be it our guests, customers, colleagues or the community, will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities
Safety Occurrence Management	<ul style="list-style-type: none">• Provide leadership in event triage and operational risk classification.• Provide timely and accurate escalation of material occurrences to senior leaders.• Ensure that the Safety Management System processes and procedures as they relate to occurrence management and ORC are contemporary, reviewed at least annually and complied with.• Ensure the reporting of occurrences to regulatory authorities, as appropriate and within the required timeframes.

Safety Management	<ul style="list-style-type: none"> • Provide input to the production of the annual group Audit Program. • Ensure that procedures and processes adopted for the completion of assurance activities are compliant with the Virgin Australia Safety Management System and other relevant documentation. • Through the audit and investigation processes, accurately identify potential and actual hazards and risks to operations. • Provide safety feedback and safety promotional information to ensure that the Virgin Australia Safety Management System continually evolves to support the business needs and meets the defined safety objectives • Participate in the development and delivery of training material as requested.
Leadership	<ul style="list-style-type: none"> • Effectively manage resources to ensure audits and investigations are appropriately planned for and allocated. • Build strong and effective relationships with relevant stakeholders within and outside of the business. • Effectively liaise across the Virgin Australia Group on all elements of the Safety Assurance function. • Ensure that all activities are conducted efficiently, including the allocation of travel. • Effectively manage team performance to ensure a high performing safety function. • Mentor and develop team members in accordance with company procedures. • Meet deadlines and ensure closure of actions within a timely manner. • Ensure tasks are allocated to appropriately trained resources in accordance with the Safety Management System. • Effectively schedule and allocate FOSO and COSO resources as required to provide subject matter expertise and assistance with assurance activities and non-technical skills training. • Delegate for the General Manager if or when required.
Audit	<ul style="list-style-type: none"> • Ensure the completion of the audit program in accordance with the approved schedule. • Coordinate and rollout the OPOA Program. • Ensure that any deviation from the audit schedule is identified early and justification is made for variations or cancellation. • Ensure that audits are conducted in accordance with the Virgin Australia Safety Management System and other relevant documentation. • Maintain as current, audit checklists, including the One Port One Audit (OPOA) program checklists. • Monitor outputs from the audit program and ensure results are communicated in a timely manner. • Through the audit process, accurately identify the causal factors of any deficiencies discovered and the human factors associated with these, utilising approved procedures. • Respect the sensitivity and confidentiality of information obtained

	<p>during the conduct of audits whilst balancing the need for the organisation to accurately assess the potential safety impact.</p> <ul style="list-style-type: none"> • Monitor for implementation of corrective and preventative actions as they relate to audits until completed. • Undertake travel as necessary to complete audits. • Ensure the timely communication of audit results. • Develop processes to meet regulatory, business and industry requirements. • Review draft audit reports and provide feedback prior to publishing final reports.
Investigation	<ul style="list-style-type: none"> • Make recommendations to the General Manager in relation to the need to undertake a safety investigation • Supervise the undertaking of investigations by team members in accordance with the Safety Management System. • Through the investigation process, accurately identify the causal factors of any findings and ensure the consistent use of the SMS prescribed Human Factors Analysis and Classification System (HFACS). • Monitor recommendations from investigations and ensure results are communicated in a timely manner. • Ensure that all investigations are completed in accordance with the documented timelines. • Respect the sensitivity and confidentiality of information obtained from investigations whilst balancing the need for the organisation to accurately assess the potential safety impact. • Ensure the timely communication of investigation findings. • Monitor corrective and preventative actions as they relate to investigations until completed. • Review draft investigation reports from the auditor/investigators and provide feedback prior to any further release of the reports. • Undertake travel as necessary to complete assigned investigations • Mentor and develop investigators in accordance with documented professional development and safety training requirements
Flight Data Analysis	<ul style="list-style-type: none"> • Lead the Flight Data Analysis team to ensure appropriate trends are identified. • Ensure that the flight data analysis program is managed in accordance with the Safety Management System and Deed. • Working with the Safety Promotion team, ensure Flight Data is appropriately promoted and communicated. • Review safety analysis for accuracy and distribution both internally and externally • Ensure that flight data forums are effective. • Lead the review of Flight Data parameters and governance structures when required.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Hold or have held a CASA license (Pilot, LAME, ATC, Flight Engineer) • Degree or higher education in the field of Safety Management or significant equivalent experience. • Completion of a specialised course in a safety related area of study such as Human Factors, Fatigue, Flight Data Analysis • Lead Auditor Course. • Investigation Course. 	<ul style="list-style-type: none"> • Dangerous Goods Acceptance Qualification • Certificate IV in Training and Assessment qualification • Formal qualification in project management
Experience	<ul style="list-style-type: none"> • Significant experience (more than 5 years) in quality and/or safety audits and investigations. • Experience in the development and management of a complex program of operational scheduling and management. • Previously held a key CASA post or alternate position (Accountable or Responsible Manager, Safety Manager, Quality Manager, Continuing Airworthiness Manager. • Proven leadership experience within an AOC, Part 42 or Part 145. • Experience in managing complex projects. • Significant experience in aviation/airline industry. • Experience in providing accurate and timely escalation to senior leadership. • Experience in an operational leadership role in a fast paced, high pressure environment. 	<ul style="list-style-type: none"> • Demonstrated experience as a trainer, having developed and delivered various training packages • Experience acting as the airline representative in aviation industry meetings and forums

- Experience in conducting business analysis and making detailed recommendations.
- Experience in undertaking regulatory and IATA based audits.
- Experience in facilitating third party audits.
- Extensive experience in leading a complex team to deliver measurable objectives, including mentoring and management of performance.

Skills

- Demonstrated excellent communication skills including report writing
- Ability to confidently present information in a forum.
- Excellent interpersonal skills
- Demonstrated investigation problem solving and analytical skills.
- Good working knowledge of legislation published by local and foreign regulatory authorities.
- Proven ability to present analysis data and provide accurate and reliable advice and recommendations based on this analysis.
- Ability to deliver effective feedback
- Ability to interact with team members at all levels of the organisation
- Ability to quickly adapt to change and learn quickly in evolving environments
- Emotional intelligence; the ability to read, monitor and understand behaviours and adapt to affect positive outcomes
- Demonstrated ability to influence and engage business leaders
- Demonstrated ability to apply good judgement in decision making.

	<ul style="list-style-type: none"> • Demonstrated ability to lead a team and build a productive team environment 	
Knowledge	<ul style="list-style-type: none"> • Strong understanding of the dynamics of aviation operations • Excellent understanding of a specialised safety related area such as Human Factors, Fatigue, Flight Data Analysis 	<ul style="list-style-type: none"> • A working knowledge of the Intelex. • Knowledge and understanding of aviation manual suites.

Virgin Australia Leadership Standards

Standard	Level 3 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> Identifies and addresses the underlying needs of internal and external customers Identifies service trends and contributes to providing creative solutions Looks for ways to leverage digital transformation initiatives to improve ways of working and customer experience Taps into individual differences and working styles to improve business processes and outcomes Simplifies complex concepts and arguments Instils confidence in self and others to embrace challenges and opportunities Recognises and celebrates success and achievement Uses data to measure and monitor safety performance and ensures team members are accountable for their individual contribution to safety outcomes
Desire to be Better	<ul style="list-style-type: none"> Uses digital platforms to generate insights on business performance, customer experience and risks Monitors trends and ideas, sharing insights to add value and address emerging risks Seeks ways to continuously improve and empowers others to challenge the status quo Explores and leverages new ways to communicate for maximum impact Pushes barriers and displays persistence, even in the face of failure Role models and coaches safety behaviours to support compliance and safety outcomes
Collaborates	<ul style="list-style-type: none"> Understands the VA Group's objectives and the links between teams, functions, businesses and sector Identifies and facilitates connections that add value Communicates convincingly, anticipating varied audience needs and adapting style Empowers others to build trusting and cooperative partnerships and facilitates relationships across the business and with external partners Enables connections, identifying and removing obstacles Shares learnings and drives collaboration and joint problem solving
Inspires Team	<ul style="list-style-type: none"> Assembles high performing teams through complimentary skill sets and ways of working Coaches and mentors others, facilitating their development and encouraging initiative and action Sets goals for self and others that contribute to the achievement of VA's strategy Proactively seeks and reflects on feedback to identify development opportunities Empowers others to take action without direct control Leads by example through influencing others with own actions Actively monitors teams for adherence to standard operating procedures and drive a 'safety first' culture
Creates Future	<ul style="list-style-type: none"> Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response Engages with others and demonstrates empathy and caring in the face of change Prepares for change, seeking opportunities to contribute to change initiatives Demonstrates hunger for innovation, is comfortable with being uncomfortable when it comes to change Evaluates progress and re-prioritises work regularly based on changing needs and risk considerations
Drives Results	<ul style="list-style-type: none"> Understands the interdependence of the Group's goals, taking into account wider operational context Plans own work and that of others to demonstrate accountability towards the achievement of extraordinary outcomes Removes barriers and overcomes obstacles to ensure delivery of results Applied knowledge and analysis of issues and trends to formulate and achieve plans

- Establishes systems and procedures to guide work and track progress
- Thinks laterally and finds ways to achieve outcomes
- Reviews safety and risk performance within own area and searches for ways for continuous improvement.