



Position Snapshot

Position Title:	Manager Safety Assurance
Division / Department:	VARA Safety Systems Division / VARA Safety Systems
Location:	Head Office (PER)
Reports to:	Head of Safety Systems
Direct Reports:	5
Level:	3A
Date:	September 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 role is to help create an exciting new drive within Safety Systems by creating a high performing environment for their team of Auditors and Investigators and Flight Data Analyst. The Safety Systems Department at VARA is in an exciting transitional period with a new focus on strengthening leadership capability and creating a great team culture. We're looking for an emerging leader, someone who is ready to take the next step in their career, who has the right attitude, motivation, commitment, passion and potential.

The role reports to the Head of Safety Systems and manages a team of 5.

The role is diverse and provides you with the opportunity to partner with other departments \to drive continuous improvement and meaningful actions to address safety risk through audits and Safety reports reviews / Investigations.

If you are an ambitious, motivated change advocate who wants to inspire and create then this is the role for you.

You will have the opportunity to develop your team of auditors and Investigators and create a risk based systems approach to safety.

If this is for you then come and apply to join the new-look Virgin Australia Regional Airlines Safety Systems Department - we will set you up for career success and give you the tools to grow into the role and make it your own.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

VARA operates out of Perth Airport and has a fleet of F100 aircraft and A320 aircraft that predominantly conduct charter operations to regional Western Australia. VARA has continued to operate through COVID-19 and beyond to support our major clients in the mining industry and the future is exciting and prosperous.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) - Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required - Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group - Lead and participate in Safety Shares in all meetings - Champion Better Me throughout the Group - Lead consultation of WHS matters as related to your working environment - Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.
Audit Program	<ul style="list-style-type: none"> - Develop in consultation with VARA Departments and SMEs the annual systems risk based focussed audit program for the VARA audit universe - Ensure the completion of the audit program in accordance with the approved schedule - Manage the delivery of the VARA audit program and ensure that audits are conducted in accordance with the Virgin Australia Regional Airlines Safety Management System and the department's internal procedures manual. - 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 identify the human factors that contributed to the root cause - Respect the sensitivity and confidentiality of information obtained during the conduct of audits whilst balancing the need for the organisation to accurately assess the potential safety impact - 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 findings by maintaining timelines directed by the Virgin Australia Regional Airlines Safety Management System - Review audit scopes to ensure they capture latest regulations and Virgin Australia Regional Airlines procedures - Develop processes in line with regulatory, business and industry requirements to undertake audits - Review outputs from the audit program and monitor trends in order to minimise risk to the business - Review draft audit reports from the auditor/investigators and provide feedback prior to forwarding the finalised report to stakeholders - Mentor and develop auditors in accordance with documented professional development and safety training requirements

Accountability	Major Activities
Investigation Program	<ul style="list-style-type: none"> - Make recommendations to the Head of Safety Systems in relation to the need to undertake a safety investigation - Supervise the undertaking of investigations by auditor/investigators in accordance with the Virgin Australia Regional Airlines Safety Management System manual suite - Through the investigation process, accurately identify the causal factors of any findings and identify the human factors that contributed to the root cause - 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 in the Virgin Australia Regional Airlines Safety Management System and agreed to by Head of Safety Systems - 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 investigative findings by maintaining timelines directed by the Virgin Australia Regional Airlines Safety Management System - 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 forwarding the finalised report to Head of Safety Systems for release - Undertake travel as necessary to complete assigned investigations - Mentor and develop investigators in accordance with documented professional development and safety training requirements
Safety Reporting	<ul style="list-style-type: none"> - Oversee and continually improve the review of occurrence reports, including processing and identification of reports which may require escalation for investigation - Manage confidential reports in accordance with the VARA SMSM and VARA SSIPM
Flight Data	<ul style="list-style-type: none"> - Manage and Oversight the VARA Flight Data Program - Management of Flight Data Events and trends in accordance with the FDAP Agreement and procedures - Continually review ways to improve the program to address risk and work collaboratively with the Flying Operations Department

Accountability	Major Activities
Customer	<ul style="list-style-type: none"> - Actively contribute to creating a culture of customer service excellence - Interface and collaborate with other departments and external stakeholders to ensure a collaborative approach to a positive safety culture - Support long-term organisational business improvement programs that seek out opportunities to improve operational safety - Ensure that the Safety Assurance team maintain a work schedule which prioritises work based on business and stakeholder requirements - Ensure all key stakeholders understand the impact of the implementation of new systems and processes - Assist in the development of educational material in relation to safety matters in a timely manner

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> - Degree or higher education in the field of Safety Management. or a related field - Lead Auditor course transferable to the role requirements - Have successfully completed an approved Aviation Investigators training course with an accredited training organisation 	<ul style="list-style-type: none"> - Completion of a specialized course in a safety related area of study such as Human Factors, Fatigue, Flight Data Analysis
Experience	<ul style="list-style-type: none"> - 2-5 years of auditing / investigation experience - Experience in developing an audit schedule - Experience in an operational leadership role in a fast paced, high pressure environment - Experience in facilitating third party audits - Experience in leading a team to deliver measurable objectives 	<ul style="list-style-type: none"> - Experience in Regulatory or IATA audit - Experience as a trainer

Requirement	Essential	Desirable
Skills	<ul style="list-style-type: none"> - Excellent communication skills - Excellent Report writing Skills - Ability to collaborate at all levels - Excellent structured / cognitive interviewing skills - Demonstrated investigation problem solving and analytical skills - Ability to deliver results in a faced paced and busy environment - Ability to deliver effective feedback - Emotional intelligence; the ability to read, monitor and understand behaviors and respond to affect positive outcomes - Demonstrated ability to influence and engage business leaders - Demonstrated ability to lead a team and build a productive team environment - Ability to present information in an open forum 	<ul style="list-style-type: none"> - -
Knowledge	<ul style="list-style-type: none"> - Understanding of the dynamics of airport operations - Excellent understanding of a specialised safety related area such as Human Factors, Fatigue, Flight Data Analysis 	<ul style="list-style-type: none"> - Solid understanding of the regulations and standards applicable to airline operations

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.