

# Virgin Australia

## Position Description



### Position Snapshot

**Position Title:** Coordinator Flight Crew Records

**Business / Division / Department:** VARA Flight Operations

**Location:** PER

**Reports to:** Manager Business Systems

**Direct Reports:** NA

**Classification:** 1B

**Employment:** Full Time

**Date:** 20 December 2018

### Overall Impact Statement

We are passionate about Championing Better and believe who you are and how you show up is as important as what you do.

The objective of the Coordinator Flight Crew Records role is to:

- Provide a high standard of administrative support for the implementation and maintenance of the Flight Operations crew records including training records in accordance with Internal procedure manual, The VARA FOPPM, Training and Checking Manual;

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- Assist flight crew members with advice and information in line with VARA's customer service focus;
  - Provide administrative support to the Flight Operations management team to assist them to accomplish departmental functions;
  - Carry out administrative support duties in the Training and Checking Department.

## 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

- General Admin Support:
  - General assistance to the Flight Operations Management team as directed by the Manager Business System, Head of Flight Operations and Manager Flight Training and Standards. Assist with the maintenance of the document storage.
- Flight Standards Support:
  - Assistance with production and distribution of training documentation and notices Provision of ad-hoc administrative support to members of the Training and Checking management team
- Maintenance of Flight Crew administrative/adhoc records and related databases:
  - Maintaining Flight Standards filing system for flight crew records Processing & maintenance of records relating to:
    - Flight crew licence data.
    - Flight crew passport data.
    - Flight crew medical certificates.
    - CASA required documentation.

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- Collate and process Flight Crew training and recurrency documentation:
    - Processing and maintenance of flight crew check and training and records.
    - Verification and management of incomplete check and training paperwork. Flight crew check and training forms check for completeness and accuracy.
    - Regular collection of crew checks and training documentation from collection Centre.
    - Entry of crew simulator activity data into the Simulator Results database.
    - Tracking receipt of flight crew check and training documentation
  - Reporting and Analysis:
    - Data presentation to monitor monthly trends in both simulator and Line check reports.
    - Provision of assistance to users by highlighting particular insights and assisting with interpretation.

## Key Requirements

### Essential

- Intermediate level Microsoft Office/Word/Excel
- Above-average communication skills
- Above-average organisational skills
- Previous office administration experience (or equivalent)

### Desirable

- Microsoft Office Applications (data-entry level user only)
- CASA Regulatory knowledge
- Experience in an airline environment
- Experience in a people services role for either internal clients or external customers

## Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> <li>• Displays a passion for delighting both internal and external customers</li> <li>• Seeks to understand customer needs by actively listening to their thoughts and concerns</li> <li>• Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</li> <li>• Is curious and continuously looks for ways to learn and improve</li> <li>• Knows, understands and follows standard operating procedures</li> <li>• Is authentic and honest, can admit to making mistakes</li> </ul>
Desire to be Better	<ul style="list-style-type: none"> <li>• Strives to improve experiences for internal and external customers</li> <li>• Has a curious mind towards identifying opportunities and finding ways to be better</li> <li>• Demonstrates a high level of personal motivation to learn and develop</li> <li>• Resourceful and creative with coming up with solutions</li> <li>• Identifies and contributes ideas for improvement</li> <li>• Identifies, addresses and reports safety hazards</li> </ul>
Collaborates	<ul style="list-style-type: none"> <li>• Displays passion for sharing knowledge and ideas</li> <li>• Voices opinions and new ideas freely</li> <li>• Respects differences and seeks to understand diverse perspectives</li> <li>• Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</li> <li>• Is curious and open-minded to new ideas, perspectives and approaches</li> <li>• Clarifies own understanding and embraces alternate view</li> <li>• Challenges behaviours that compromise safety</li> </ul>
Inspires Team	<ul style="list-style-type: none"> <li>• Welcomes change and remains positive in the face of ambiguity</li> <li>• Seeks information to understand change and impacts</li> <li>• Demonstrates a change mindset, flexibility and openness</li> <li>• Understands the need for VA Group to be innovative and drive business improvement</li> <li>• Seeks to understand Virgin Australia's strategy and how they can contribute</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes</li> </ul>
Creates Future	<ul style="list-style-type: none"> <li>• Welcomes change and remains positive in the face of ambiguity</li> <li>• Seeks information to understand change and impacts</li> <li>• Demonstrates a change mindset, flexibility and openness</li> <li>• Understands the need for VA Group to be innovative and drive business improvement</li> <li>• Seeks to understand Virgin Australia's strategy and how they can contribute</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes</li> </ul>
Drives Results	<ul style="list-style-type: none"> <li>• Plans work to deliver within expected timeframes</li> <li>• Shows energy, enthusiasm and initiative for achieving own goals</li> <li>• Follows through on commitments to both internal and external customers</li> <li>• Seeks guidance and support to address obstacles and achieve set goals</li> <li>• Integrates feedback and takes responsibility for achieving own goals</li> <li>• Delivers outcomes within standards operating procedures</li> </ul>