



Position Snapshot

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| Position Title: | Technical Publisher |
| Division / Department: | Safety Systems & Operations Support / Operations Risk & Business Support |
| Location: | Head Office |
| Reports to: | Team Leader, Technical Publications |
| Direct reports: | 0 |
| Level: | 1B |
| Award: | |
| Classification: | N/A / N/A |
| Date: | May 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 Technical Publisher role is to layout, format and mark-up controlled information (manuals, temporary revisions, forms) using software tools and documented standards. You must manage your tasks through the documented amendment cycle from start to finish. This role is responsible for the drafting and publishing of high-quality amendment packages for Virgin Australia manual suites.

Your attention to detail and ability to follow SOPs and standards are the keys to success in this role.

Your ability to deliver the highest standard of service to the delegates and controlling authorities of controlled documents is essential.

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.

Airline Publications is responsible for the development, implementation and day-to-day management of controlled information within Virgin Australia.

Key Accountabilities

| Accountability | Major Activities |
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| Safety, Security & Business Resilience | <ul style="list-style-type: none"> - Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing) - Participate in the SMS and SeMS by identifying and reporting hazards to the operation - Be aware of personal safety matters including the emergency procedures relevant to role location - Adhere to all documented operating procedures - Actively participate in Safety Shares - Actively participate in Better Me initiatives - Actively participate in the Groups emergency response program - Participate in consultation of WHS matters as related to your working environment - Challenge unsafe behaviours in others - Abide by the lawful directions of security personnel and law enforcement officers. - Actively participate in the Group's Resilience program. |
| Document Control | <ul style="list-style-type: none"> - Follow SOPs documented in work instructions and associated checklists. - Negotiate workable schedules with all stakeholders. - Accurate incorporation of changes into source files (XML or Framemaker). - Gain approval to publish content - CAs and regulatory bodies. - Publish documents to intranet and extranet. - Check your own work for integrity and standards - Carry out quality checks and peer reviews - Keep the production status register up-to-date - Maintain and update the CDRSL and Archive. - Within Service Level Agreement - Consistent application of styles and standards - Online documentation maintained to the required standard. - Accurate integrity and quality checks - CDRSL currency maintained to the required standard. - CDA maintained to the required standard. |
| Customer Services | <ul style="list-style-type: none"> - Apply standards contained within Plane Writing Style Guide and associated documents. - Suggest corrections to terms, definitions, abbreviations and search lists. |
| Standards | <ul style="list-style-type: none"> - Apply standards contained within Plane Writing Style Guide and associated documents. - Suggest corrections to terms, definitions, abbreviations and search lists. |
| Quality Control | <ul style="list-style-type: none"> - Carry out Quality Checks of own work and the work of other team members. - Raise observation logs where required. - Update the Things To Remember file where required. - Participate in local auditing of reference manuals, online manuals and revision status lists. - Support a culture focusing on high standards of quality, safety, compliance and continuous improvement. |

| Accountability | Major Activities |
|------------------|--|
| Support Services | <ul style="list-style-type: none"> - Provide technical and administrative support services to team and Controlling Authorities as required. - Provide support for Airline Publications projects. - Undertake other duties as directed by the Leader Airline Publications. |

Key Requirements

| Requirement | Essential | Desirable |
|-----------------------------------|---|---|
| Education / Qualifications | <ul style="list-style-type: none"> - Exposure to the development of manuals in software, legal, government or similar environment. - Experience in using Microsoft Office tools. | <ul style="list-style-type: none"> - Awareness of editing and proofreading techniques. - Tertiary Study in Publishing, Communication or related field. |
| Experience | <ul style="list-style-type: none"> - Experience working in a publications environment. - Experience in publishing in varied media. - Experience in customer service. - Demonstrated competency working within a flexible team environment. - Experience in communicating effectively with all levels within an organisation. | <ul style="list-style-type: none"> - Software testing and evaluation. - Research gathering and reporting of information and ideas. - Interest in aviation. |
| Skills | <ul style="list-style-type: none"> - Demonstrated skills in managing documents through a revision cycle to timely completion. - Excellent attention to detail. - Ability to follow SOPs. - Proactive self-starter. - Delivery focused. - Quality focused. - Effective time management. - Excellent interpersonal skills. - Excellent communications skills. - Works well under pressure. - Desire to learn. - Demonstrated skills using xml publishing tools – e.g. DTD, Stylesheets. | <ul style="list-style-type: none"> - Demonstrated skills using xml publishing tools – e.g. DTD, Stylesheets. |

| Requirement | Essential | Desirable |
|------------------|--|--|
| Knowledge | <ul style="list-style-type: none"> - Advanced knowledge of document control requirements. - Demonstrated skills in recognised publishing software - Demonstrated skills in applying styles, standards and writing conventions. - Knowledge of the structure and layout of technical publications (e.g. List of Effective Pages, Versioning, Table of Contents) | <ul style="list-style-type: none"> - Content Management Systems – e.g Microsoft Sharepoint, Oracle UCM. - HTML publishing. |

Virgin Australia Leadership Standards

| Standard | Level 1 Behavioural Descriptors |
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| Passionately VA | <ul style="list-style-type: none"> • Displays a passion for delighting both internal and external customers • Seeks to understand customer needs by actively listening to their thoughts and concerns • Embraces diversity and is responsive to different experiences, perspectives, values and beliefs • Is curious and continuously looks for ways to learn and improve • Knows, understands and follows standard operating procedures • Is authentic and honest, can admit to making mistakes |
| Desire to be Better | <ul style="list-style-type: none"> • Strives to improve experiences for internal and external customers • Has a curious mind towards identifying opportunities and finding ways to be better • Demonstrates a high level of personal motivation to learn and develop • Resourceful and creative with coming up with solutions • Identifies and contributes ideas for improvement • Identifies, addresses and reports safety hazards |
| Collaborates | <ul style="list-style-type: none"> • Displays passion for sharing knowledge and ideas • Voices opinions and new ideas freely • Respects differences and seeks to understand diverse perspectives • Works constructively in and across teams, viewing every interaction as an opportunity to collaborate • Is curious and open-minded to new ideas, perspectives and approaches • Clarifies own understanding and embraces alternate view • Challenges behaviours that compromise safety |
| Inspires Team | <ul style="list-style-type: none"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures |
| Creates Future | <ul style="list-style-type: none"> • Welcomes change and remains positive in the face of ambiguity • Seeks information to understand change and impacts • Demonstrates a change mindset, flexibility and openness • Understands the need for VA Group to be innovative and drive business improvement • Seeks to understand Virgin Australia's strategy and how they can contribute • Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes |
| Drives Results | <ul style="list-style-type: none"> • Plans work to deliver within expected timeframes • Shows energy, enthusiasm and initiative for achieving own goals • Follows through on commitments to both internal and external customers • Seeks guidance and support to address obstacles and achieve set goals • Integrates feedback and takes responsibility for achieving own goals • Delivers outcomes within standards operating procedures. |