



## Position Snapshot

<b>Position Title:</b>	Training and Standards Specialist
<b>Business / Division / Department:</b>	Cargo
<b>Location:</b>	BNE
<b>Reports to:</b>	Manager, Business Support
<b>Direct Reports:</b>	NA
<b>Classification:</b>	2A
<b>Date:</b>	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 Training and Standards Specialist role is to create, maintain, and govern cargo related policy and procedure, including but not limited to Standard Operating Procedures and regulated manuals. In addition, this role will be responsible for the accurate and timely communication of changes to policy and procedure through various means and the design and delivery of training.

Success in this role relies upon thorough technical, operational, and commercial knowhow of the cargo business and it's surrounding stakeholders as well as advanced ability to contextualise, detail, verbally illustrate processes, and facilitate and deliver training to relevant audiences.

## 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, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! 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.

Around 6,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, and the Pacific. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

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, Security & Business Resilience	<ul style="list-style-type: none"> <li>• Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing).</li> <li>• 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.</li> <li>• Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group.</li> <li>• Lead and participate in Safety Shares in all meetings.</li> <li>• Champion Better Me throughout the Group.</li> <li>• Lead consultation of WHS matters as related to your working environment.</li> <li>• Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.</li> </ul>
Standards	<ul style="list-style-type: none"> <li>• Lead the design, implementation and revision of policies (such as</li> </ul>

	<p>the A20 Cargo Handling Manual), procedures and communications for Cargo.</p> <ul style="list-style-type: none"> <li>• Use a range of process tools to review and maintain effective procedures to the highest standard that can be consistently applied in all Cargo facilities.</li> <li>• Maintain expansive knowledge and understanding of Cargo functions, through regular engagement with stakeholders and exposure to operations and systems.</li> <li>• Assist with the development and upkeep of a formal Standards Governance structure.</li> <li>• Work on behalf of the Cargo team, providing technical expertise and advise to stakeholders and internal departments regarding how external processes may affect the Cargo business.</li> </ul>
<p><b>Communications</b></p>	<ul style="list-style-type: none"> <li>• Creation communications specific to assigned tasks or projects, as directed by the Manager, Business Support.</li> <li>• On-going compliance tracking of all formally issued communications using appropriate systems with relevant stakeholders.</li> <li>• Ensure changes to policies and processes are communicated accurately and in a timely fashion to all key Cargo personnel and relevant stakeholders.</li> <li>• Continuous upkeep and publication of cargo material and content on all applicable systems (Vine and Extranet).</li> </ul>
<p><b>Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Continuously identify opportunities to improve processes and quality for new and existing processes to provide a safe and seamless cargo experience.</li> <li>• Lead and or guide key business initiatives to fruition against tight timelines.</li> <li>• Actively partake in interdepartmental engagements, identifying strengths and areas for cargo improvement.</li> <li>• Be a subject matter expert across projects at the direction of the reporting manager and actively engage with the project team on meeting key deliverables where applicable.</li> </ul>
<p><b>Team Work</b></p>	<ul style="list-style-type: none"> <li>• Work with all members of the Cargo Team and provide consultation and support at the direction of reporting manager.</li> <li>• Champion better through transparency, sharing, and collaboration within cargo and the wider business to ensure consistency in processes and avoid duplication of work.</li> <li>• Active involvement in team meetings, broader VA working groups and activities.</li> <li>• Undertake training courses as directed by your leader/manager.</li> </ul>
<p><b>Stakeholder Engagement</b></p>	<ul style="list-style-type: none"> <li>• Timely liaison with Cargo Operations, contracted ground handlers and other key Cargo stakeholders.</li> <li>• Meet with key vendors and customers on their business process needs, where required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain key stakeholder relationships throughout the Virgin Australia Group (Ground Operations, Network Planning and Guest Contact Centre departments).</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Develop, review, and deliver training material to meet the needs of the business and regulatory requirements.</li> <li>• Conduct training needs analysis reviews when required.</li> <li>• Conduct recognition of prior learning when applicable.</li> <li>• Co-ordinate training schedules.</li> <li>• Upload training and manage LMS content and records.</li> <li>• Upkeep training records, working with vendors to ensure cargo operators are always appropriately trained.</li> <li>• Support port induction activities through training audits and needs analysis.</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Dangerous Goods Acceptance Trained</li> <li>• Certificate IV Workplace Assessment &amp; Training</li> </ul>	<ul style="list-style-type: none"> <li>• Business degree or equivalent</li> <li>• Tertiary education</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience within a large and fast-paced environment</li> <li>• Experience in the creation, maintenance, and governance of policy and training within a large organisation</li> <li>• Experience leading large scale policy change within complex operations</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with learning management systems (vLearn strongly desired)</li> <li>• Previous technical experience in a similar role</li> <li>• Understanding of RPL processes</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong written and oral communications capability</li> <li>• Excellent methodical reasoning</li> <li>• High attention to detail</li> <li>• Good organisation and planning skills</li> <li>• Training facilitation</li> </ul>	<ul style="list-style-type: none"> <li>• High capacity to accept and advocate change</li> <li>• Experience working within an air cargo operation</li> <li>• Ability to design and map processes</li> <li>• Understanding of cargo systems</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Aviation background and knowledge</li> <li>• Proficiency in all standard functions of Microsoft Office Suite of systems</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of air freight operations</li> <li>• Understanding of the regulatory bodies surrounding aviation and air Cargo</li> </ul>

# Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Initiates customer centric solutions</li> <li>• Supports initiatives to improve policies, processes and customer interactions</li> <li>• Seeks and identifies opportunities to surprise and delight both internal and external customers</li> <li>• Recognises ideas of all stakeholders and encourages innovative approaches</li> <li>• Expresses own point of view and challenges basic assumptions</li> <li>• By example, sets the direction for team members regarding safety performance and following procedures</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Takes into consideration the impact to customer experience when making decisions</li> <li>• Applies learning from previous experiences to improve future approaches and solutions</li> <li>• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</li> <li>• Identifies issues in existing systems and processes that may not be obvious to others</li> <li>• Challenges the status quo and offers progressive ideas and solutions</li> <li>• Actively seeks out risks to safety and resolves as a priority</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement</li> <li>• Actively seeks opportunities to partner with others to achieve extraordinary outcomes</li> <li>• Builds trusting, cooperative partnerships, supporting others in challenging situations</li> <li>• Builds rapport and proactively strengthens connections with others</li> <li>• Embraces collaboration by connecting with others across different functions within VA</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Encourages others to bring whole self to work and contribute freely to achieving our vision</li> <li>• Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</li> <li>• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</li> <li>• Promotes and encourages excellence, growth and autonomy in self and others</li> <li>• Shows personal accountability for achievement of job-specific outcomes</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Embraces change, seeing it as an opportunity to drive business improvement</li> <li>• Acts as a change advocate, sharing information and promoting change to others</li> <li>• Demonstrates persistence and perseverance in the face of obstacles</li> <li>• Considers whether short term goals support long term objectives and consequences</li> <li>• Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Recognises the implication of organisational issues, identifying potential impact on achievement of own results</li> <li>• Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</li> <li>• Communicates key objectives within own area to deliver results aligned to business strategy</li> <li>• Tailors messages for maximum impact</li> <li>• Uses data to drive continuous improvement to processes, outcomes and safety.</li> </ul>