



Position Snapshot

Position Title:	Flight Operations Technical Support Officer
Division / Department:	Flight Operations / Flight Standards
Location:	Head Office
Reports to:	Training Compliance Manager
Direct reports:	0
Level:	1D
Award:	Not Applicable
Classification:	Not Applicable
Date:	January 2023
VA Competency Standards:	https://virginaustralia.sharepoint.com/sites/Vine/people/Documents/VA_Competency_Framework.pdf

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 Flight Operations Technical Support Officer role is to • To deliver superior standards for the authoring, quality control, and development of the intellectual content of the Flight Training & Standards manuals and other controlled documentation reflecting the

department's policy of producing intelligible and effective instructions for Virgin Australia operating crews and operational support personnel.

- To assist the Training & Standards Management team with the execution and co-ordination of Training & Standards functions.
- Provide oversight and support to both Flight Crew learners and Instructors and Assessors through the administration of the Training and Standards Learning Management Systems (LMS) and associated support functions
- The provision of technical support services to the Flight Operations Leadership team.

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, and has always been known for its wonderful people who do their jobs with signature Virgin Flair.

Under new ownership since November 2020, and led by an Executive Leadership Team who all have proven track records and deep experience in aviation or consumer-focussed businesses, Virgin Australia has transformed as a business. The company's 737 fleet has gone from 58 aircraft to 88 aircraft, it has introduced a simplified fare structure focused on providing value to customers, announced a commitment to a target of net zero emissions by 2050, invested in the re-start of short haul international travel for the airline, refreshed the lounge product, and delivered step change investments in technology.

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.

Virgin Australia has won many awards over the years including Best Cabin Crew, Best Domestic Airline and Best Economy Class. Velocity Frequent Flyer has also scooped a wealth of prestigious gongs including the Freddie Awards Best Program of the Year and Best Redemption Ability for Asia/Middle East and Oceania.

Flight Ops Training & Standards

Key Accountabilities

Accountability	Major Activities
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.
Training resilience and regulatory compliance	<ul style="list-style-type: none"> • Support for the Training & Standards Management team in the execution of their duties • Action & administer requests for the publication of new manuals, revisions to existing manuals, and supplementary operational instructions, including the analysis of the initial request, process development, & authoring/compilation of the intellectual content, as directed by the Training & Standards Management team or other member of the Flight Operations Leadership team. • Advise the Training & Standards management team on the prioritisation of production and issuance of revisions to operational documentation. • Process Revision & TR Requests to the Airline Publications Department and negotiate workable production schedules with the Leader, Aviation Compliance. • Assist the Training & Standards management team to monitor day- to-day events which may adversely impact on Flight Operations or crew functions & responsibilities • Liaise with company manual Controlling Authorities to harmonize procedures and ensure the integrity of manual technical or procedural content. • Execute the review & update processes of the Operations Manual suite, supplementary operational instructions, and other ancillary controlled documentation functions.

Accountability	Major Activities
Quality Control	<ul style="list-style-type: none"> • Execute processes to affect the quality control of designated elements of the Flight Operations manual suite and ancillary documentation. • Liaise with the relevant Controlling Authorities of the Flight Operations manuals and proactively provide advice to them to ensure the quality of the intellectual content, intelligibility, & structural integrity of their manuals. • Monitor the quality control, update, revision insertion, & distribution processes for the Virgin Australia Training and Standards manuals/documentation • Liaise with the Leader, Aviation Compliance for the maintenance of all Training and Standards forms to ensure currency of the Airline Publications register and liaise with other users to ensure currency of forms is achieved. • Act as the final Quality Control filter for the intelligibility of content & structural integrity of designated elements of the Operations manual suite and Flight Operations ancillary documentation.
Technical data	<ul style="list-style-type: none"> • Execute processes relating to the Flight Operations training & checking functions and responsibilities connected with existing fleets, and the induction of new aircraft to the Virgin Australia fleet. • Execute processes relating to the training & checking functions and responsibilities connected with the addition of new ports to the Virgin Australia network. • Manage & control the documentation published on the Training and Standards section of the Virgin Australia VINE.
special projects	<ul style="list-style-type: none"> • Provide administrative and technical support for special projects as directed by the Training & Standards management team. • Undertake other flight operations duties as directed by the Training & Standards management team

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<p>Qualifications 1. A degree, preferably majoring in aviation-related disciplines, OR hold a Commercial Pilot Licence and passes in the CASA ATPL theory subjects, together with evidence of the analytical and report writing competency as indicated in “Experience” below. 1. Completion of Commercial Pilot Licence theory subjects (or higher). 2. Private Pilot Licence (or higher). 3. Command Instrument Rating (or completion of CIR CASA examinations).</p>	<p>1. Completion of Commercial Pilot Licence theory subjects (or higher). 2. Private Pilot Licence (or higher). 3. Command Instrument Rating (or completion of CIR CASA examinations).</p>
Experience	<p>Demonstrated competency & experience in analyzing issues and then writing reports or assignments in sound, grammatical, and intelligible English. (e.g. University assignments or practical industry experience, such as procedure drafting). Experience in the production of airline technical documentation.</p>	<p>1. Previous experience with process development and authoring of operational documentation in an aviation environment. 2. Commercial piloting experience. 3. Experience working in a flexible small team environment. 4. Experience functioning effectively in an operationally dynamic working environment which required prioritised decision making consistent with core job responsibilities and objectives.</p>
Skills	<ul style="list-style-type: none"> • Strong written communication skills in grammatical English, including the ability to confidently draft intelligible procedures for technical and operational documentation, and to proceduralise tasks & functions. • Ability to research, analyse, and present data, from both familiar and new sources, and prepare formal reports. • Sound MS Office skills. • Able to work autonomously with minimal supervision. • Strong organisational skills. • Excellent time management skills & the ability to prioritise tasks. 	<p>CASA Flight Crew Licence</p>

Requirement	Essential	Desirable
<p>Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of aviation legislation, regulations, regulatory structures, including the Australian Aeronautical Information Publications, and interpretative ability for same. • A focus on, and commitment to, quality of work output. • Some knowledge of the use of MS SharePoint and the practical use of Adobe Acrobat Professional. • Some familiarity with aviation technology, such as airframes, aircraft turbo-jet engines, and navigational systems. • Some familiarity with CASR Parts 61, 121 and 142, and how they interrelate with flight crew responsibilities. • Some understanding of QA processes. • Familiarity with the use of Jeppesen navigational documentation and charts (or equivalent), and their use by pilots. • Some understanding of the principles of flight, the operation of gas turbine engines, and aircraft performance theory. • Some understanding of the principles of aircraft flight planning and its practical application. • Some understanding of the principles of aircraft weight & balance control and its practical application - exposure to airline load control systems an advantage. • Some understanding of aviation meteorology and weather information delivery systems for Flight Crew. 	<ul style="list-style-type: none"> • Some knowledge of the use of MS SharePoint and the practical use of Adobe Acrobat Professional. • Some familiarity with aviation technology, such as airframes, aircraft turbo-jet engines, and navigational systems. • Some familiarity with CASR Parts 61, 121 and 142, and how they interrelate with flight crew responsibilities. • Some understanding of QA processes. • Familiarity with the use of Jeppesen navigational documentation and charts (or equivalent), and their use by pilots. • Some understanding of the principles of flight, the operation of gas turbine engines, and aircraft performance theory. • Some understanding of the principles of aircraft flight planning and its practical application. • Some understanding of the principles of aircraft weight & balance control and its practical application - exposure to airline load control systems an advantage. • Some understanding of aviation meteorology and weather information delivery systems for Flight Crew.