

## Ground Operations Safety & Quality Analyst

Level	1	Location	Head Office
Department	Quality Assurance	Division	Ground Operations
Group	Operations	Direct Reports	Nil
Reports to	Manager Quality Assurance	Manager once removed (MOV)	General Manager, Ground Operations
Created	10 October 2017	Updated	10 October 2017

## Goals

My Role:	<p>To analyse and report on the Ground Operations divisional safety and risk management profile and to ensure that accurate data is captured and delivered to key relevant stakeholders. This includes providing timely and specialist advice on safety occurrence data, safety investigation and audit findings and maintaining a comprehensive operational and organisational risk database.</p> <p>A key facet of my role will be to compile comprehensive divisional safety and risk data packs for Ground Operations management to deliver to group and executive level management teams that outline a clear, accurate and succinct profile of Ground Operations current safety and risk positions.</p> <p>It is expected that I will provide high level information, support and coaching to key internal colleagues in the areas of risk assessment, hazard identification, safety occurrence data analysis and controlled information compliance levels.</p>
My Department:	<p>Best People, Best Service: The Ground Operations Division leads and controls the optimal delivery of Safety and Guest Experience within the Airport environment, ensuring that there are sufficient resources to meet all safety and regulatory requirements, a team that is motivated and engaged by its leaders to deliver the highest Guest Services standards possible and provide support to other airlines within the Virgin Australia group through a shared services model and to plan for the future to ensure growth, sustainability and ongoing efficiency.</p>

## Virgin Australia

1. To be Australia's airline of choice.
2. To be Australia's best customer led organisation
3. To do for corporate travellers what we did for leisure travellers in 2000

## Expertise

	Must have	Great to have
Knowledge	<p>Thorough understanding of safety and quality management processes, theories and methodologies.</p> <p>Knowledge of coaching and mentoring Methodologies.</p> <p>Working knowledge of hazard identification and risk assessment processes.</p>	<p>Working knowledge of aviation regulations (E.g. CASA, CAA, FAA, DOTARS).</p> <p>Strong understanding of organisational culture</p> <p>Knowledge of change management principles.</p> <p>Demonstrated leadership and airport operational knowledge.</p>
Qualifications	<p>Year 12 senior certificate or equivalent.</p> <p>Occupational First Aid Certificate.</p>	<p>Lead Auditor Qualification.</p> <p>Human Factors &amp; Non-Technical Skills Training.</p> <p>Certificate 4 in training and assessment</p> <p>Relevant degree/diploma.</p>
Skills	<p>Highly developed research, planning and problem solving skills.</p> <p>Very strong administrative skills including intermediate level MS Word, Visio, Excel &amp; Outlook.</p> <p>Well-developed organisational skills including time management, meeting facilitation and filing skills.</p>	<p>Demonstrated capacity for innovative thought, analytical capability and problem solving.</p> <p>Proven ability to influence team members and initiate behavioural change.</p>
Experience	<p>Experience in INTELEX administration (or similar).</p> <p>Experience in INTELEX Risk Management Database administration (or similar).</p> <p>Experience in Quality Assurance activities in a regulated environment.</p>	<p>Airport operational experience in both domestic and international environments.</p> <p>Proven experience in quality assurance auditing and investigations.</p>

## Key Accountabilities

Accountability	Major Activities	Performance Indicators
1.Safety & Quality Analysis	<ul style="list-style-type: none"> <li>• Using relevant tools and feedback, continually review safety &amp; quality (S&amp;Q) data for Ground Operations to identify issues/trends.</li> <li>• Communicate identified issues/trends to accountable leaders/support staff for them to take relevant action, e.g. Investigate the issue/trend or add further checks to the Ground Operations audit schedule.</li> <li>• Where gaps in available data exist, make recommendations / improvements to the way we capture S&amp;Q data.</li> <li>• To support holistic compliance monitoring, monitor compliance in key areas using systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of data provided to relevant stakeholders.</li> <li>• Arising trends are communicated to key stakeholders for action and resolution.</li> <li>• Accurate risk classification assigned to divisional occurrences.</li> </ul>
2.Risk Administration, Education and Reporting	<ul style="list-style-type: none"> <li>• Administration of INTELEX (risk management) database.</li> <li>• Identify weaknesses of divisional risk information, eg. Risks not well articulated, incomplete, or lacking in detail, etc.</li> <li>• Regular reporting to key stakeholders to highlight current risks and flag risks requiring treatment, overdue, etc.</li> <li>• Be the ambassador for effective risk management for the division including conducting training sessions for leaders and support staff as required.</li> <li>• ADHOC assistance with risk assessments where required – with an intention to build capability of leaders/support staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of risk data provided to relevant stakeholders.</li> <li>• Effective risk register coaching to divisional colleagues.</li> <li>• Regular intra divisional communication on risk profile.</li> <li>• Feedback from key divisional leaders/managers.</li> </ul>

Accountability	Major Activities	Performance Indicators
3. Safety & Quality Database (SQD) Administration (currently INTELEX)	<ul style="list-style-type: none"> <li>• Super user and administrator of SQD for ground operations.</li> <li>• Be the ambassador for using the system for Ground Operations.</li> <li>• Identify S&amp;Q trends and report on these to relevant leaders during the established S&amp;Q meeting framework.</li> <li>• Use the system to generate reports for relevant meetings/forums.</li> <li>• Regularly report on action and finding requirements and completion rates.</li> <li>• Recommend improvements to the system as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality and timeliness of audit investigation finding response and/or action closure.</li> <li>• Accuracy and timeliness of findings/actions due date notification to relevant stakeholders.</li> <li>• Effectiveness of coaching and support to other divisional SQD users.</li> <li>• Feedback from key divisional leaders/managers.</li> </ul>
4. Reporting	<ul style="list-style-type: none"> <li>• Creation of reports for relevant S&amp;Q management meetings highlighting key S&amp;Q trends – particularly the Ground Ops MSRRC Meeting.</li> <li>• Creation of ADHOC reports at the request of relevant leaders.</li> <li>• Prepare S&amp;Q pack in preparation for port/supplier/department audits &amp; relevant S&amp;Q review meetings.</li> <li>• Generate reports on CICS compliance for relevant meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of S&amp;Q reports for management meetings.</li> <li>• Timely response to ADHOC requests from divisional leaders/managers.</li> <li>• Feedback from key divisional leaders/managers.</li> <li>• Timely and regular reports to airport leadership teams on CICS compliance levels.</li> </ul>
5. Safety & Quality Support	<ul style="list-style-type: none"> <li>• Where required (as a result of capacity constraints or last minute requests) provide support with QA audits on ports / suppliers / departments in line with ground operations planned/ADHOC audit schedule.</li> <li>• Where specific S&amp;Q subject matter expertise is required, be involved in process/systems/equipment design work.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely response to requests for audit support.</li> <li>• Develop/maintain capability to conduct quality assurance audits.</li> </ul>

**Competencies** are relevant to every Virgin Australia team member. Please refer to the Virgin Australia Behavioural Guide for further detail specific to your position.

- Continuous Improvement and Strategic Focus
- Critical Thinking and Analysis
- Organisational and Social Commitment
- People and Leadership
- Personal Awareness and Effectiveness
- Service Delivery
- Vivacity

## Key Interactions

Internal	Ground Operations leaders and support team, Safety Systems, Workers Compensation team, Work Health and Safety (WHS) team.
External	Relevant regulatory bodies, e.g. CASA, Relevant safety bodies, e.g. Australian Aviation Ground, Handling Safety Council, Ground Handling Agencies – particularly safety & quality staff

## Major Challenges

- Influencing a diverse range of airport leaders and stakeholders to achieve required quality and compliance levels
- Timely delivery of quality reports to a diverse range of internal stakeholders whilst also managing ad hoc requests
- Maintenance of a comprehensive and accurate divisional risk database whilst considering a vast range of stakeholders involved in the risk management process
- Influencing internal divisional capability in the areas of risk management and safe working practices
- Influencing safety culture throughout a diverse geographical, cultural and organisational environment

## Our Expectations

### You are expected:

1. To be the ultimate Virgin Australia ambassador through living, breathing and promoting the Virgin Australia Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
2. To demonstrate our Leadership Behaviours; Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

**Sign Off**

I have read and understand the requirements of this position. I agree to consult with my Manager or Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name:	Signature:	Date:
Manager/Leader's Name:	Signature:	Date: