

## GROUP FLIGHT SAFETY INVESTIGATOR

<b>Level</b>	2A	<b>Location</b>	Virgin Village
<b>Department</b>	Group Flight Safety	<b>Division</b>	Safety Systems
<b>Group</b>	Operations	<b>Direct Reports</b>	Nil
<b>Reports to</b>	Manager Group Flight Safety	<b>Manager once removed (MOR)</b>	General Manager Safety Systems
<b>Created</b>		<b>Updated</b>	4 October 2017

## Goals

My Role	<p>To assist Manager Group Flight Safety (MGFS) in administering Virgin Australia's Group Flight Safety team, including:</p> <p>Lead and participate in a range of Group Flight Safety activities as specified in the Safety Systems manual suite to ensure safety and investigation requirements are consistently achieved to a high standard</p> <p>Provide expert advice on the development and implementation of corrective action plans to address system deficiencies impacting Safety Systems and Flight Operations</p> <p>Monitor Safety reports, perform Operational Risk Classification analysis and evaluate the need for ATSB reporting and /or further investigation and provide recommendations and analysis to MGFS.</p> <p>Manage divisional risk assessment activities to ensure a standardised approach to the assessment of risk within the division.</p> <p>Support MGFS in the provision of operationally significant investigation reports to Safety Systems and Flight Operations Management</p> <p>Maintain confidentiality in all investigation analysis and reporting, including secure records of investigated incidents, recommendations and outcomes</p> <p>Assist the MGFS in reporting any safety investigations to Safety Systems and Flight Operations Management and external stakeholders such as CASA and the ATSB</p>
My Department	<p>The Group Flight Safety department endeavours to continually improve flight operations safety across the Virgin Australia Group AOC's through investigation, reporting and monitoring of operational risk within the systems and functions that support our safety systems and flight operations departments.</p>

## Expertise

	Must have	Great to have
Qualifications	<ul style="list-style-type: none"> <li>Currently holds, or has previously held, a Commercial Pilots Licence (or Military equivalent), two crew experience and Multi- Engine Command Instrument Rating</li> <li>Formal qualifications or equivalent experience in: <ul style="list-style-type: none"> <li>Safety Management Systems</li> <li>Lead Auditor Qualified</li> <li>IOSA Standards and Recommended Practices</li> <li>Human Factors</li> <li>Risk Management</li> <li>Change Management</li> <li>Intelix, AQD, SABRE and Geneva</li> </ul> </li> </ul>	<p>Formal qualifications or equivalent experience in:</p> <ul style="list-style-type: none"> <li>Technical Interview skills</li> <li>Time management and prioritisation skills.</li> <li>Training qualifications.</li> <li>Formal qualifications as a Safety Investigator</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Good knowledge of the ATSB Transport Safety Investigation Act 2003</li> <li>Good knowledge of ICAO Annex 13 – Aircraft Accident and Incident Investigation</li> <li>Well-developed knowledge of Safety Management System principles and the management of operational risk</li> <li>Comprehensive working knowledge of aviation legislation, regulations and regulatory structures published by local and foreign regulatory authorities.</li> <li>Specialist technical knowledge of the principles of flight planning and its practical application in airline operations, including aviation meteorology and weather information delivery systems.</li> <li>Good technical knowledge of high capacity aircraft systems, performance, aircraft weight and</li> </ul>	<ul style="list-style-type: none"> <li>Audit techniques and methodology for use in evaluating flight crew and operational processes in capacity RPT operations</li> <li>Working knowledge of principles governing the use of IT systems and technology</li> <li>Thorough knowledge of the Virgin Australia Group corporate document suite.</li> <li>High-level knowledge of VAA Group Flight Operations functions and policy</li> </ul>

	<ul style="list-style-type: none"> <li>balance/loading systems</li> <li>In depth knowledge of Flight Data Analysis programs</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Airline/ Turbine Multi Crew Operations/ Military flying or Air Traffic Control experience</li> <li>Experience or qualifications in the planning, organisation and conduct of aviation safety investigations</li> <li>Experience in auditing and investigating safety events</li> <li>Previous experience using Intalex / AQD or a similar quality management application to manage occurrences and trend safety data.</li> <li>Experience in successfully working as part of a small team in a high pressure, time critical environment</li> <li>Experience with Flight Data Analysis programs</li> </ul>	<ul style="list-style-type: none"> <li>Safety management system experience.</li> <li>Risk management experience.</li> <li>Experience in the interpretation and application of IOSA Standards and Recommended Practices.</li> <li>Training experience.</li> <li>Experience acting as the official representative of a high capacity airline.</li> <li>Experience in developing and documenting systems procedures and processes suitable to satisfy regulatory and company business requirements</li> </ul>
	<b>Must have</b>	<b>Great to have</b>
Skills	<ul style="list-style-type: none"> <li>Proven ability to research, analyse and present data from a range of familiar and new sources</li> <li>Ability to judge severity of problems and identify the need to escalate and/or employ external services to provide solutions</li> <li>Above average attention to detail</li> <li>Demonstrated competency in dealing with key internal and external stakeholders, flight crew and management in an effective and diplomatic manner</li> <li>Demonstrated ability of professional aviation investigation report writing</li> <li>Ability to present complex issues in a condensed form to a senior management audience.</li> <li>Excellent interpersonal skills.</li> <li>Excellent communication skills within all levels of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Project management experience</li> <li>Formal technical report writing qualifications</li> <li>Structured interviewing skills</li> </ul>

	<ul style="list-style-type: none"> <li>Well-developed MS Office suite skills</li> <li>Experience with e-learning development, curriculum design, training methodologies and online education</li> </ul>	
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## Key Accountabilities

Accountability	Major activities	Key Metrics
1. Safety	<ul style="list-style-type: none"> <li>Lead Virgin Australia GFS Occurrence Risk Classification (ORC) process, the risks associated with hazards that are identified within the Operation.</li> <li>Work collaboratively with stakeholders to validate the ORC applied and maintain risk to as low as reasonably practicable.</li> <li>Safety Investigations and Audits complete and updated in Intalex / AQD.</li> <li>Through the audit and investigation process drill down to ensure causal factors have been accurately identified.</li> <li>Safety Data Entry up-to-date to meet monthly reporting targets.</li> <li>Risk Management database maintained up-to-date.</li> <li>Analysis of Safety Data and trends</li> <li>Complete mandatory training</li> </ul>	<ul style="list-style-type: none"> <li>As per SSM1</li> <li>As per SSM1, and SSM4</li> <li>Safety Investigations and Audit reports completed to a high standard in accordance with SSM1 and SSM4.</li> </ul> <p>Maintain a high standard of feedback to Stakeholders.</p> <ul style="list-style-type: none"> <li>As per SSM1 and SSM4.</li> <li>Monthly</li> <li>Completed to a high standard. Feedback indicates reports are accurate, useful and add value to the business.</li> </ul>

Accountability	Major activities	Key Metrics
2. Safety promotion	<ul style="list-style-type: none"> <li>Provide SME articles for publication in corporate safety journals and Flight Safety Insight as requested.</li> <li>Develop and facilitate presentation of safety promotion training material to internal and external stakeholders.</li> <li>Assist the MGFS in representing Safety Systems and driving GFS department forward</li> <li>Ensure safety-critical information is disseminated throughout the organisation in a timely and professional manner.</li> <li>Ability to present information in an open forum</li> <li>Lead Safety promotion presentations to Flight Crew</li> <li>Provide safety communication and feedback as required including feedback from Peer Reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Author Safety articles for Flight Crew education in a timely manner to MGFS.</li> <li>Highly effective engagement with all stakeholders using influence and interpersonal effectiveness to ensure the ongoing credibility of GFS Investigations and Safety Promotion</li> <li>Effective and accurate communication with internal and external stakeholders</li> <li>Safety feedback assessed by stakeholders as useful, informative and constructive.</li> </ul>
3. Regulatory	<ul style="list-style-type: none"> <li>Lead the review of company Safety Reports and assess for notification to ATSB and CASA as appropriate including other Safety Systems divisions such as Assurance, Cabin Crew, Engineering, Ground operations</li> <li>Professional liaison with ATSB, CASA, Airservices Australia, Foreign regulatory bodies and other external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Ensure strict compliance with all regulatory requirements of ATSB, CASA and external stakeholders</li> </ul>
4. Operational	<ul style="list-style-type: none"> <li>Volcanic Ash Management</li> <li>SEAT Management</li> <li>CERP Initial Assessment Team</li> <li>Go Team readiness and participation</li> <li>Operational Incident Alerts</li> <li>Aircraft Observation Flights for safety observations and safety promotion</li> <li>IOSA</li> <li>BARS</li> </ul>	<ul style="list-style-type: none"> <li>Act as a member of the Volcanic Ash Management team as required.</li> <li>Act as a member of the SEAT Management team as required.</li> <li>Participate in Initial Assessments as required.</li> <li>Act on Operational Incident Alerts as required.</li> <li>Work with Divisional staff to maintain a high standard of IOSA Compliance</li> <li>As above for BARS compliance.</li> </ul>

Accountability	Major activities	Key Metrics
5. People	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills including report writing.</li> <li>Excellent interpersonal skills.</li> <li>Excellent structured interviewing skills.</li> <li>Chair the facilitation and presentation of Flight Safety and Flight Standards Weekly Occurrence meetings with Senior Management stakeholders</li> <li>Respect the sensitivity and confidentiality of information obtained during the audit/investigation process whilst balancing the need for the business to accurately assess the potential safety impact.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from stakeholders and Leader</li> <li>Confidentiality maintained. Lead by example by ensuring consistent application of the Virgin Australia "Just Culture" principles.</li> </ul>
6. Customer	<ul style="list-style-type: none"> <li>Director Group Flight Operations</li> <li>General Manager Group Flight Operations</li> <li>VAA / VAI Chief Pilots</li> <li>VAA / VAI Fleet Standards</li> <li>General Manager Safety Systems</li> <li>FDAP</li> <li>Flight Operations Quality Assurance</li> <li>CASA, ATSB, Airservices Australia</li> </ul>	<ul style="list-style-type: none"> <li>All Reports, Audits, Analysis is carried out to a high standard, in accordance with established procedures. Customer is aware of status of investigation / audit</li> <li>Meet IRM and RRM reporting requirements. Comply with all ATSB requests in a timely manner.</li> <li></li> <li>Maintain the relationship with a high degree of professionalism.</li> </ul>
7. Develop Self	<ul style="list-style-type: none"> <li>Identify training and development opportunities to maximise the benefit of Group Flight Safety to the company</li> <li>Maintain specific aircraft fleet technical knowledge to provide expertise as SME</li> <li>Maintain personal familiarity with industry best practice.</li> </ul>	<ul style="list-style-type: none"> <li>Group Flight Safety is operated in accordance with industry best practice</li> <li>Group Flight Safety Investigator is recognised as Safety Systems and Flight Operations subject matter expert within the business</li> </ul>
8. Financial	<ul style="list-style-type: none"> <li>Manage Audits and Safety Investigations to maintain cost to as low as reasonably practical.</li> <li>Ensure costs associated with training arranged / facilitated by you are maintained to as low as reasonably practical</li> </ul>	<ul style="list-style-type: none"> <li>Monthly expenditure.</li> </ul>

Accountability	Major activities	Key Metrics
9. Quality Control of Operational Documentation Output	<ul style="list-style-type: none"> <li>Assist MGFS in ensuring that the Safety Systems manual suite pertaining to GFS is kept up to date</li> <li>Maintain secure records of investigated incidents, recommendations and outcomes of safety investigations</li> </ul>	<ul style="list-style-type: none"> <li>The manual suite pertaining to GFS matters is maintained to the standard required by the regulatory authority and company requirements.</li> <li>No breach of confidential record keeping protocols</li> </ul>
10. Special projects.	<ul style="list-style-type: none"> <li>Manage and support special projects as directed by the Manager Group Flight Safety.</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from stakeholders.</li> </ul>
11. Other duties.	<ul style="list-style-type: none"> <li>Lead FOSO with task allocation and supervision of GFS work processes</li> <li>Train FOSO as required in: <ul style="list-style-type: none"> <li>Intelex</li> <li>Safety Investigation processes</li> <li>Safety Investigation report writing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provide support and leadership to ensure FOSO meet the expectations of MGFS with regard to GFS work processes and safety investigations</li> </ul>

## Values and behaviours

### We think customer

- Our customers are at the heart of everything we do
- We are passionate about creating an outstanding flying experience
- We deliver consistently high service internally and externally

### We do the right thing

- We always put safety first
- We act with integrity and honesty
- We create a sustainable and inclusive environment for our people and the community

### We lead the way

- We lead by example
- We have the courage to think differently
- We innovate

### We are determined to deliver

- We do what we say we're going to do
- We are responsive
- We are committed to excellence in all we do

### Together we make the difference

- We work together to achieve success
- We consider our impact on others
- Our people set us apart

## Key interactions

Internal	<ul style="list-style-type: none"> <li>Director Group Flight Operations, General Managers and managers and staff of all operating divisions within the Virgin Australia Group, including but not limited to the following: Flight Crew; Cabin Crew; Ground Crew; Engineers; Network Operations; Flight Dispatch; Meteorologists; Ground Operations; Operations Planning; Crew Control; Load Control and Freight.</li> </ul>
External	<ul style="list-style-type: none"> <li>CASA; ATSB; Airservices Australia, Foreign Regulatory Authorities, Boeing, Airbus, , ATR, third party suppliers for the provision of goods and services.</li> </ul>

## Sign off

I have read and understand the requirements of this position. I agree to consult with my 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: [Add name]	Signature:	Date: [Add date]
Leader's Name: [Add name]	Signature:	Date: [Add date]