



### Position Snapshot

Position title	Group Assurance Airworthiness Investigator
Business/ Division/ Department	Safety Systems, Group Assurance
Location	Brisbane Head Office
Reports to	Leader Group Assurance Investigation
Direct reports	None

### Organisational Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we’re always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result, every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

### Values



## Overall Impact Statement

This role is responsible for the following;

- Carry out high value operational safety investigations and audits in accordance with the standards stipulated in the respective Safety Systems manual suite
- Identify regulatory and procedural non-compliance and determine the reasons
- Through effective application of the SMS elements detailed in the Virgin Australia Safety Management System, identify potential and actual hazards to operations and work collaboratively with stakeholders to maintain risk to as low as reasonably practicable
- Drive a proactive approach to safety management across multiple operational divisions and work collaboratively with management teams to achieve targets
- Maintain continual improvement of the safety management system
- Develop and maintain the Airworthiness investigation / audit program
- Provide input to the ongoing development of the Safety Systems manual suite
- Provide input to the further development of Assurance processes, procedures and work instructions
- Provide guidance and assistance to Group Assurance and divisional investigators.

## Key Accountabilities

### Assurance:

- Complete high value operational safety investigations and audits (internal and external)
- Complete technical reports for managers and staff
- Compile documents for Virgin Australia Legal for the purpose of seeking legal advice
- Prepare and deliver reports and findings
- Maintain accurate records
- Administer and assess action plans for suitability
- Monitor the status of findings and actions
- Maintain the management database (Intelex)
- Provide input to the further development of Group Assurance processes, procedures and work instructions
- Prepare reports for CASA and the ATSB
- Provide quality advice to internal and external partners
- Participate in after hours support to the operation
- Provide advice related to processes and regulatory compliance.

## Key Requirements

Essential	Desirable
<ul style="list-style-type: none"> <li>• Have held a LAME licence for over five years</li> <li>• Excellent communication skills including the ability to write concise and accurate investigation reports</li> <li>• Competence with the MS Office suite</li> <li>• An inquiring mind and the ability to investigate without bias</li> <li>• Flexible during organisational changes</li> <li>• Excellent interpersonal skills</li> <li>• Experience dealing with stakeholders to resolve issues</li> <li>• Experience in an audit / compliance / quality role</li> <li>• Good working knowledge of legislation published by local and foreign regulatory authorities</li> <li>• A strong commitment to safety and quality principles</li> <li>• Understanding of Just Culture principles and how their implementation</li> <li>• The ability to understand the associated constraints typical to the aviation industry.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the coordination of aircraft checks and release to flight</li> <li>• Experience in the coordination of AOG recovery</li> <li>• Mainline or regional airline experience</li> <li>• Formal training or experience in: <ul style="list-style-type: none"> <li>○ Safety Management Systems</li> <li>○ Safety Investigation</li> <li>○ Human Factors</li> <li>○ Auditing</li> <li>○ Risk Management</li> <li>○ Workplace Health and Safety</li> <li>○ Project / Change Management</li> <li>○ Training</li> <li>○ Safety Databases and TRAX</li> </ul> </li> <li>• Investigation interviewing skills</li> <li>• Understands and can identify contributing factors as part of a Safety Investigation</li> <li>• A proven ability to analyse data in many forms and provide accurate and reliable advice and recommendations based on this analysis</li> <li>• Thorough knowledge of the Virgin Australia document suite</li> <li>• Understanding of the culture and capability challenges in a fast paced customer led business</li> <li>• Be a subject matter expert with the ability to provide advice in a strategic and pragmatic way</li> <li>• Ability to present information in an open forum</li> <li>• Understands Safety Management System elements including: management commitment, accountabilities, SMS implementation, third party interfaces, emergency response, documentation, risk management, hazard identification, risk assessment, assurance, measurement, change management, continuous improvement, safety promotion, training.</li> </ul>

## Competencies

Delight Customers	<p>Initiates customer centric solutions</p> <p>Seeks to enhance customer experiences and improve outcomes</p> <p>Seeks and identifies opportunities to surprise and delight customers (internal and external)</p> <p>Supports digital transformation initiatives and understands how they can improve processes and customer interactions</p>
Communicate & Engage	<p>Influence others through own actions (e.g. lead by example)</p> <p>Empower and inspire others to take action without direct control</p> <p>Simplifies complex concepts and arguments</p> <p>Communicates convincingly, anticipating varied audience needs and adapting style</p> <p>Explores and leverages new channels of communication for maximum impact</p>
Connect & Partner	<p>Builds trusting, cooperative partnerships, supporting others in challenging situations</p> <p>Embraces collaboration and connection beyond organisation boundaries</p> <p>Actively seeks opportunities to partner with others to achieve extraordinary outcomes</p> <p>Checks and aligns own work with team goals</p>
Embrace Change	<p>Demonstrates hunger for change, is comfortable with being uncomfortable</p> <p>Engages with others and demonstrates empathy and caring in the face of change</p> <p>Prepares for change, seeking opportunities to contribute to change initiatives</p> <p>Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response</p>
Innovate & Improve	<p>Seeks ways to continuously improve and empowers others to challenge the status quo</p> <p>Thinks laterally and finds ways to achieve extraordinary outcomes</p> <p>Monitors trends and ideas and shares insights to add value</p> <p>Pushes barriers, displaying persistence, even in the face of failure</p> <p>Leverages data analytics through digital platforms to generate insights on customer experience, business performance and risks</p>
Diversity of Thinking	<p>Builds bonds between people to foster empathy and understanding of different perspectives that stimulate creative thought and action</p> <p>Taps into individual differences and working styles to improve business processes and outcomes</p> <p>Identifies and overcomes the barriers to diverse thinking, strengthening Group's ability to meet diverse and changing customer needs</p>
Strategy & Direction	<p>Sets inspiring goals for self and others that contribute to the achievement of Group's strategy</p> <p>Understands the Group's objectives and the links between teams, functions, businesses and sector</p> <p>Applies knowledge and analysis of issues and trends to formulate and achieve plans</p> <p>Considers the risks and consequences of issues in the mid-term and the longer-term impact across teams/work areas</p>
Drive Business Outcomes	<p>Demonstrates persistence and perseverance in the face of obstacles</p> <p>Shows personal accountability for achievement of job-specific outcomes</p> <p>Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</p> <p>Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</p>
Motivate others & Self	<p>Seeks ways to leverage digital transformation initiatives to improve the way of working and customer interactions</p> <p>Advocates for digitally enabled technology to delight current customers and reach new customers</p> <p>Leverages data through digital platforms to generate insights on customer experience, business performance and risks</p> <p>Builds awareness about risks exposure through digital platforms (cyber security) and measures to prevent them</p>