Virgin Australia
Role Description Template

Position Snapshot

Position Title:	Group Assurance Investigator - Ground
Business/Division/Department:	Group Assurance - Safety Systems
Location:	Virgin Village
Reports to:	Leader Group Assurance Investigation
Direct reports:	Nil
Date:	December 2018

Overall Impact Statement

Tthis role works within Group Assurance - Safety Systems which acts on behalf of the Board, CEO and Group Executive – VAA.

This role is responsible for the overview of all areas within Virgin Australia which have an impact on safety, risk and compliance and is a critical position responsible for high value operational safety investigations and audits.

Organisation 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.

Key Accountabilities

Carry out high value operational safety investigations and audits in accordance with the standards stipulated in the Safety Systems manual suite.

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.

Identify regulatory and procedural non-compliance.

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.

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.

Facilitate and monitor corrective actions as they relate to safety investigations and/or audits until completed.

Accurately identify potential and actual hazards to operations and work collaboratively with stakeholders to maintain risk to as low as reasonably practicable.

Key Requirements

Essential	Desirable
Minimum 5 years aviation operational experience. Experience in auditing and investigating safety events in order to identify opportunities for organisational and process improvements. Experience in working effectively in a team with senior managers. Experience in developing and documenting systems procedures and processes suitable to satisfy regulatory and company business requirements. Training in Ground Operations Safety Systems. Training in aircraft weight and balance theory Training in aircraft load control systems Excellent communication skills including report writing. Excellent interpersonal skills. Excellent structured interviewing skills. Familiarity and experience with the MS Office. Good working knowledge of legislation published by local and foreign regulatory authorities. Ability to present information in an open forum. A proven ability to analyse data in many forms and provide accurate and reliable advice and recommendations based on this analysis.	Formal qualifications or equivalent experience in: • Safety Management Systems • Lead auditor • Human Factors • Risk Management • Safety Investigation • HS&E • Time management and prioritisation skills • Training qualifications • Sabre, Sabre Sonic Check-in • Amadeus Flight Manager and Mobile application. Thorough knowledge of the Virgin Australia corporate document suite. Safety management system experience. Risk management experience. Previous experience using Intelex or a similar quality management application to manage occurrences and trend safety data. Training experience. Experience working with representatives of other departments of a high capacity airline to formulate joint-use procedures and policy. Experience acting as the official representative of a high capacity airline operator in aviation industry meetings

Competencies

Role Competency Requirements	
Competency Name	**Behavioural Descriptors**
Delight Customers	Anticipates solutions that support extraordinary customer experiences
	Identifies and addresses the underlying needs of customers (internal and external)
	Strips barriers and overcomes obstacles to ensure delivery of results for customers (internal and external)
	Identifies customer service trends and contributes to the designs of creative solutions
	Seeks ways to leverage digital transformation initiatives to improve the way of working and customer interactions
Communicate and Engage	Manages communications, enabling interactive discussion and compromise
	Negotiates operational and tactical outcomes
	Influences direction and purpose, communicating strategic and critical concepts to create buy-in
	Demonstrates a concerted effort to inspire team members to achieve outcomes
	Facilitates accessible, agile communication across Group in line with evolving stakeholder preferences
Connect and Partner	Strategically manages Group partners, vendors and suppliers to optimise value, balancing trust and risk
	Drives a culture, processes and practices that encourage and nurture cohesive partnerships
	Publicly recognises extraordinary, collaborative outcomes
	Builds broad-based, trusted partnerships to achieve better outcomes for Groups, customers and communities
Embrace Change	Inspires others to embrace change, creating buy-in and support
	Builds resilience and facilitates open and constructive dialogue regarding change
	Empowers and equips others to drive change
	Anticipates long-term flow-on effects of change for Group's employees, partners, customers and stakeholders
Innovate and Improve	Analyses and significantly improves existing products, systems and processes
	Overcomes complex problems, integrating multiple sources of information
	Drives a culture of innovation, breaking the fear of failure
	Leverages break through thinking to find new ways that add value
	Advocates for the use of digitally enabled analytics and insights in decision making

Diversity of Thinking	Fosters a culture which harnesses and celebrates diversity of thinking , background and experience to nurture innovation and drive change that benefits Group's customers
	Creates fair and inclusive practices and systems which empower others to participate to their fullest potential
	Encourages others to voice diverse opinions and disrupt the status quo to strengthen creative problem solving and outcomes
Strategy and Direction	Sets inspiring goals for self and others that contribute to the achievement of Group's strategy
	Understands the Group's objectives and the links between teams, functions, businesses and sector
	Applies knowledge and analysis of issues and trends to formulate and achieve plans
	Considers the risks and consequences of issues in the mid-term and the longer-term impact across teams/work areas
Drive Business Outcomes	Generates enthusiasm and commitment to goals and cascades understanding
	Promotes a culture of resilience and perseverance
	Anticipates and addresses barriers, risks and emerging trends to achieve outcomes
	Considers the influence of a wide range of complex issues and redefines work and priorities accordingly
Motivate Self and Others	Inspires and motivates others to realise their potential and achieve performance outcomes through others
	Provides clear direction and purpose, ensuring that employees/teams understand and are held accountable for outcomes
	Empowers and trusts others to perform and produce results, encouraging participation in decisions