



Position Snapshot

Position Title:	Base Manager
Division / Department:	Flight Operations / Line Operations
Location:	SYD
Reports to:	Head of Line Operations
Direct reports:	250
Level:	2B
Award:	Not Applicable
Classification:	Not Applicable
Date:	August 2024
VA Competency Standards:	VA Competency Framework

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 Base Manager role is to is to Lead and manage the flight crew in your base, and other base's as required. Act as the Duty Management Captain and Duty Pilot within the IOC as required.

Promote company values, build relationships and develop your team professionally. Through effective leadership you will manage performance, diagnose systems, innovate to provide solutions and build on your strong rapport with key business stakeholders both internal and external.

Your role will play an integral part in ensuring the smooth and efficient day-to-day line operations of the Virgin Australia operation through effective policy and procedure execution and development for Line Operations Crew whilst acting in accordance with EBA, regulatory requirements, company procedures, and public expectations.

You will demonstrate exceptional leadership ability to engage with your team and achieve strong results by way of departmental KRA's and communicating business strategies

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.

Mentor and support the Pilot Group with respect to personal welfare issues, rostering, bidding, career advancement and operational decision-making. You will ensure your team adheres to company agreed principles and behaviours. Where necessary you will take part in mediation and disciplinary hearings.

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.
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Ensure all team members complete mandatory training applicable to their roles including; Safety, Security, Resilience and, Health and Wellbeing. - Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required. - Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group. - Lead and participate in Safety Shares in all meetings. - Champion Better Me throughout the Group. - Lead consultation of WHS matters as related to your working environment. - Actively participate in the Group's Resilience Program - Actively participate in the Group's Emergency Response Program.
Operational	<ul style="list-style-type: none"> - Act as a delegate of the Head of Line Operations as directed. - Work with internal stakeholders to ensure the policies and procedures of the Flight Operations Department are understood and applied in the correct manner - In accordance with the directives of the Head of Line Operations, assist to manage the day-to-day operations of line crews. - Ensure crew adherence to the aircraft incident, accident, and security procedures - Act as Duty Management Captain as required, ensuring regulatory and operational compliance - Participate in the SMS by identifying and reporting hazards to the operation - Lead Performance Management processes as required - Have a thorough understanding of the industrial and regulatory framework to ensure day to day compliance.

Accountability	Major Activities
Leadership	<ul style="list-style-type: none"> - Lead and motivate the Flight Crew within your base. - Actively participate and provide strategic input to the Line Operations Leadership Team. - Actively promote Flight Operations internally and externally. - Create and foster an environment that is honest, open, fair and consistent and actively promotes Flight Crew engagement. - Proactively champion the values, principles and beliefs of the organisation. - Promote culture within the business - Support Flight Crew from all stages including induction, career development, performance and resignations.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> - B737 commercial line experience 	<ul style="list-style-type: none"> - Not applicable
Experience	<ul style="list-style-type: none"> - Experience in leading a team. 	<ul style="list-style-type: none"> - Practical use of industrial agreements to achieve productive outcomes - Previous line operations supervisory or management experience
Skills	<ul style="list-style-type: none"> - The ability to influence others in the support of operational requirements. - Advanced level Computer Literacy. - Excellent organisational skills - Ability to lead a team and build a productive team environment. 	<ul style="list-style-type: none"> - Not applicable

Requirement	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> - Sound knowledge of CASA regulatory publications - Sound knowledge and understanding of company operational procedures and policies - Thorough understanding of industrial (workplace) contracts/agreements (EBAs) and the ability to interpret and apply in an accurate and consistent manner - Good understanding of the VA safety Management system. 	<ul style="list-style-type: none"> - Not applicable