



Position Snapshot

Position Title:	Auditor Investigator
Business / Division / Department:	VARA Safety Systems
Location:	Perth
Reports to:	Manager, Safety Assurance
Direct Reports:	Nil
Classification:	2.A
Date:	December 2019

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 Auditor Investigator role is to undertake audits and investigations as directed by the Manager, Safety Assurance and in accordance with the standards and processes documented within the Virgin Australia Regional Airlines Safety Systems manual suite.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Regional Airlines, Tigerair Australia, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

Around 10,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, North America, and Hong Kong. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

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

Key Accountabilities

Accountability	Major Activities
Safety	<ul style="list-style-type: none">• Be active in promoting a positive Safety Culture in the organisation• Ensure the promotion of a Just Safety culture within the organisation• Complete mandatory safety training applicable to the role• Participate in the SMS 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 policies and operating procedures
Safety Management	<ul style="list-style-type: none">• Ensure that procedures adopted for the completion of the audit program and investigations are compliant with the Virgin Australia Regional Airlines Safety Management System and the department's internal procedures manual• Through the audit and investigation process, accurately identify potential and actual hazards and risks to operations.• Provide safety feedback and safety promotional information to ensure that the Virgin Australia Regional Airlines Safety

	<p>Management System continually evolves to support the business needs and meets the defined safety objectives</p> <ul style="list-style-type: none"> • Participate in the development and delivery of training material as requested
Audit	<ul style="list-style-type: none"> • Undertake audits in accordance with the approved audit program and in accordance with the Virgin Australia Regional Airlines Safety Management System and the department's internal procedures manual as directed by the Manager, Safety Assurance. • Monitor outputs from the audit program and ensure results are communicated in a timely manner • Through the audit process, accurately identify the casual factors of any deficiencies discovered and identify the human factors that contributed to the root cause • Respect the sensitivity and confidentiality of information obtained during the conduct of audits whilst balancing the need for the organisation to accurately assess the potential safety impact • Monitor corrective and preventative actions as they relate to audits until completed. • Ensure the timely communication of audit findings by maintaining timelines directed by the Virgin Australia Regional Airlines Safety Management System • Undertake travel as necessary to complete assigned audits
Investigation	<ul style="list-style-type: none"> • Undertake investigations in accordance with the Virgin Australia Regional Airlines Safety Management System manual suite • Through the investigation process, accurately identify the causal factors of any findings and identify the human factors that contributed to the root cause • Monitor recommendations from investigations and ensure results are communicated in a timely manner • Ensure that all investigations are completed in accordance with the documented timelines in the Virgin Australia Regional Airlines Safety Management System and agreed to by the Manager Safety Assurance and the Head of Safety Systems • Respect the sensitivity and confidentiality of information obtained from investigations whilst balancing the need for the organisation to accurately assess the potential safety impact • Ensure the timely communication of investigative findings by maintaining timelines directed by the Virgin Australia Regional Airlines Safety Management System • Monitor corrective and preventative actions as they relate to investigations until completed • Undertake travel as necessary to complete assigned investigations

Safety Reporting	<ul style="list-style-type: none"> • Chair the Daily Assessment Team meeting as required to review safety reports in accordance with the Virgin Australia Regional Airlines Safety Management System suite • Oversee the review of occurrence reports, including processing and identification of reports which may require escalation for investigation
Special Projects	<ul style="list-style-type: none"> • Assigned to oversee a Safety Systems Program as designated by the Manager, Safety Assurance and Head of Safety Systems • Undertake special projects and activities as directed by the Manager Safety Assurance and Head of Safety Systems
Customer	<ul style="list-style-type: none"> • Actively contribute to creating a culture of customer service excellence • Interface and collaborate with other departments and external stakeholders to ensure a collaborative approach to a positive safety culture • Support long-term organisational business improvement programs that seek out opportunities to improve operational safety
Departmental	<ul style="list-style-type: none"> • Complete specific tasks allocated in a timely manner • Ensure achievement of personal Key Performance Indicators • Collaborate effectively to ensure departmental goals are achieved by providing input into decision making and problem solving. • Contribute and assist with the development of continuous improvement ideas/initiatives and provide feedback • Be an active member of the Safety Systems Investigative on call team as required • Be an active member of the Safety Systems Business Resilience Team including out of hours support and being on call as required by the organisation. • Undertake travel as necessary to complete assigned activities • Undertake other activities as requested by the Manager Safety Assurance and Head of Safety Systems to support organisational objectives

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Successfully completed a lead auditor course transferable to the role requirements • Have successfully completed an approved Aviation Investigators training course with an accredited trainer 	<ul style="list-style-type: none"> • Degree or higher education in the field of Safety Management. or a related field • Completion of a specialised course in a safety related area of study such as Human Factors, Fatigue, Flight Data Analysis

		<ul style="list-style-type: none"> • Dangerous Goods Acceptance Qualification
Experience	<ul style="list-style-type: none"> • Experience (more than 2 years) in conducting quality and/or safety audits and investigations • Significant experience in aviation/airline industry • Experience in conducting business analysis and making detailed recommendations 	<ul style="list-style-type: none"> • Previous experience in high capacity flight or cabin operations, ground handling or aircraft maintenance activities with a background as a certifying LAME, tertiary engineer and / or equivalent • Previous experience in undertaking IOSA audits • Comprehensive understanding of CASA regulations
Skills	<ul style="list-style-type: none"> • Demonstrated excellent communication skills including report writing • Excellent interpersonal skills • Excellent structured interviewing skills • Demonstrate investigation problem solving and analytical skills • Intermediate level skills in productivity tools including as a minimum the MS Word, Excel, PowerPoint • Good working knowledge of legislation published by local and foreign regulatory authorities • Proven ability to present analysis data and provide accurate and reliable advice and recommendations based on this analysis • Ability to deliver effective feedback • Ability to interact with team members at all levels of the organisation • Ability to quickly adapt to change and learn quickly in evolving environments • Emotional intelligence; the ability to read, monitor and understand behaviours and respond to affect positive outcomes 	<ul style="list-style-type: none"> • • •

Knowledge	<ul style="list-style-type: none"> • Understanding of the dynamics of airport operations • Understanding of a specialised safety related area such as Human Factors, Fatigue, Flight Data Analysis • Intermediate level skills in productivity tools including as a minimum the MS Word, Excel, PowerPoint • Understanding of the regulations and standards applicable to airline operations 	<ul style="list-style-type: none"> • A working knowledge of the Airline Integrated Reporting Software (AIRS) database • Knowledge of the Virgin Australia Regional Airlines document suite • Knowledge of the Virgin Australia corporate document suite
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Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	<ul style="list-style-type: none"> • Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	<ul style="list-style-type: none"> • Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	<ul style="list-style-type: none"> • Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	<ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles

	<ul style="list-style-type: none"> • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	<ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety.