



## Position Snapshot

<b>Position Title:</b>	Academy Trainer
<b>Business / Division / Department:</b>	Aircraft Operations / Training & Standards
<b>Location:</b>	Virgin Village or Relevant Port
<b>Reports to:</b>	Leader, Training Delivery
<b>Direct Reports:</b>	None
<b>Classification:</b>	1C
<b>Date:</b>	March 2020

## 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 Academy Trainer role is to deliver high quality learning solutions in initial and recurrent training for front line team members across the Virgin Australia Operations Group, including Ground Crew and Cabin Crew (non-regulatory focused) from within the Customer Service Delivery (CSD) division. Academy Trainers are experienced in airport and airline operations and hold specialised knowledge in Ramp and Guest Services, covering Mainline and Outsourced Ports, or Cabin Crew. They draw upon operational experience, outstanding interpersonal and facilitation skills to build capability and carry out assessments of the front-line team. Academy Trainers will hold a major portfolio in their current area of expertise which may be Ramp, Guest Services, including Outsourced Ports, and will then hold minor portfolios of compatible or relative skills to deliver training content across multiple departments.

## 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
<b>Deliver Training / Facilitate Learning and Development</b>	<ul style="list-style-type: none"><li>• Carry out high quality delivery of training courses for initial and recurrent training for BAU and project initiatives covering classroom, practical, computer-based training and coaching;</li><li>• Specialise in a major portfolio area based on existing expertise;</li><li>• Learn and undertake minor portfolios in an area outside of current expertise, and within the scope of the Training Academy, to support cross-skilling and multi-departmental training for Virgin Australia team members. This may also include some travel to other ports to ensure effective training delivery;</li><li>• Create memorable and meaningful learning experiences and positive learning environments for participants that encourage ongoing learning and development and support Adult Learning Principles. This also includes adapting different learning styles, especially where different languages and cultures present;</li><li>• Seek regular feedback from participants, leaders and peers and through personal development to enhance own facilitation skills;</li></ul>

	<ul style="list-style-type: none"> <li>• Maintain close working relationship with all Academy Trainers to ensure best practices are identified and shared;</li> <li>• Maintain operational knowledge and skills as they apply to major and minor portfolio requirements for AOC, aircraft types and safety critical functions through operational days;</li> <li>• Support achievement of operational costs under budget by delivering training within set timeframes, aligning training sessions to either shift pattern or to avoid penalty times and being diligent with printing and duty travel spend;</li> <li>• Support the Design Team in the training of third-party trainers, and Train the Trainer courses;</li> </ul>
<b>Carry Out Assessments</b>	<ul style="list-style-type: none"> <li>• Ensure learners are fairly and effectively assessed for competency during and after each training program/activity;</li> <li>• If approved, undertake Instructor Facilitator Approvals and re-validations for line trainers and other OJT trainers;</li> <li>• Carry out ad hoc training and assessments as required</li> <li>• Continually identify opportunities for safety, process and efficiency improvements across both the Training Academy, CSD and broader Operations division.</li> </ul>
<b>Oversight of Training Plans, Attendance and Training Records</b>	<ul style="list-style-type: none"> <li>• Ensure all training and attendance records (online and paper-based) are maintained accurately and efficiently entered into the Learning Management System post certification;</li> <li>• Ensure records are maintained and cross checked across paper and electronic formats;</li> <li>• Oversight on current and required Trainer capabilities in Outsourced Ports, assess quality of training delivered and develop training action plans post port visits and close gaps of non-compliance;</li> <li>• Ensure that accurate attendance records are maintained</li> <li>• Ensure that training courses run to schedule and work with Design team on suitable training plans for each port and specific training requirements dependant on function and location;</li> <li>• For Outsourced Ports major portfolio holders, travel is extensive, and flexibility of schedule is required, along with passport for travel to USA, Asia, Pacific Islands.</li> </ul>
<b>Course Material and Equipment</b>	<ul style="list-style-type: none"> <li>• Through regular feedback, contribute to the design of new training material and rejuvenation of the existing training curriculum, in consultation with the Training Design team;</li> <li>• Build effective relationships with internal and external stakeholders to ensure efficiency in training planning and delivery;</li> <li>• Ensure that only up to date, controlled training material is used;</li> <li>• Report any defects in equipment, classrooms or material at the end of each training session;</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification or equivalent</li> <li>• Technical / Non-technical qualification relevant to core role (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Cert IV in Training &amp; Assessment</li> <li>• Technical or Non-Technical qualification in a relevant role</li> <li>• Completed a VA Train the Trainer course</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant operational experience relevant to major portfolio</li> <li>• Experience in airline operations</li> <li>• Experience of delivering Technical and/or Non-Technical Training in a regulated environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of designing training courses</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills including report writing</li> <li>• Proven high level of skill in major portfolio role</li> <li>• Ability to learn new skills and concepts relating to minor portfolios, and demonstrate effectively</li> <li>• Excellent interpersonal skills</li> <li>• Proven ability to get the best from people</li> <li>• Proven ability to maintain and develop stakeholder relationships with internal and external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to simultaneously gather and comprehend information from a variety of sources to analyse requirements and inform decision making</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of major portfolio role</li> <li>• Excellent knowledge of VA SOPs and their application to appropriate regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of CASA (&amp; other) regulations</li> <li>• Good aviation knowledge base</li> </ul>

## Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Displays a passion for delighting both internal and external customers</li> <li>• Seeks to understand customer needs by actively listening to their thoughts and concerns</li> <li>• Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</li> <li>• Is curious and continuously looks for ways to learn and improve</li> <li>• Knows, understands and follows standard operating procedures</li> <li>• Is authentic and honest, can admit to making mistakes</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Strives to improve experiences for internal and external customers</li> <li>• Has a curious mind towards identifying opportunities and finding ways to be better</li> <li>• Demonstrates a high level of personal motivation to learn and develop</li> <li>• Resourceful and creative with coming up with solutions</li> <li>• Identifies and contributes ideas for improvement</li> <li>• Identifies, addresses and reports safety hazards</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Displays passion for sharing knowledge and ideas</li> <li>• Voices opinions and new ideas freely</li> <li>• Respects differences and seeks to understand diverse perspectives</li> <li>• Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</li> <li>• Is curious and open-minded to new ideas, perspectives and approaches</li> <li>• Clarifies own understanding and embraces alternate view</li> <li>• Challenges behaviours that compromise safety</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Participates in 2-way conversations, listening and discussing issues thoughtfully and openly</li> <li>• Understands and value the skills, knowledge and experiences that others bring</li> <li>• Engages with others, clearly conveying information and facts</li> <li>• Actively seeks to provide suggestions on how to be a better team</li> <li>• Informs team about work and progress</li> <li>• Understands personal obligations with respect to following standard operating procedures</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Welcomes change and remains positive in the face of ambiguity</li> <li>• Seeks information to understand change and impacts</li> <li>• Demonstrates a change mindset, flexibility and openness</li> <li>• Understands the need for VA Group to be innovative and drive business improvement</li> <li>• Seeks to understand Virgin Australia's strategy and how they can contribute</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Plans work to deliver within expected timeframes</li> <li>• Shows energy, enthusiasm and initiative for achieving own goals</li> <li>• Follows through on commitments to both internal and external customers</li> <li>• Seeks guidance and support to address obstacles and achieve set goals</li> <li>• Integrates feedback and takes responsibility for achieving own goals</li> <li>• Delivers outcomes within standards operating procedures.</li> </ul>