



Position Snapshot

Position Title:	Safety Assurance Specialist (Generalist)
Business / Division / Department:	Safety Systems & Operations Support Safety Assurance
Location:	Head Office
Reports to:	Leader, Safety Assurance
Direct Reports:	0
Classification:	2A
Date:	March 2021

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.

As an Aviation Safety Specialist within the Safety Investigation and Audit team you will be responsible for:

- Carrying out high value operational safety investigations in accordance with the Safety Systems manual suite.
- As a lead auditor completing operational and SMS audits in accordance with the SSOS Audit Program
- Identify regulatory and procedural non-compliance and determine the reasons

- Through effective application of the SMS, identify potential and actual hazards to operations and work collaboratively with stakeholders to maintain risk to as low as reasonably practicable.
- Safety promotion and education – author safety briefs from the learnings and outcomes of safety investigation reports, which will be communicated to front line team members or used in relevant training programs
- 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
- Provide input to the ongoing development of the Safety Systems manual suite, procedures and work instructions.
- Provide guidance and assistance to divisional management teams.

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 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 6,000 passionate team members make up the Virgin Australia Group. 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 Investigation and Audits	<ul style="list-style-type: none"> • Lead and conduct high value operational safety investigations for internal and external stakeholders in accordance with the Virgin Australia SMS requirements. • Support the Aviation Safety Advisors with the technical assessment for triaging and event reviews. • Complete safety reviews as required • Ensure escalation of safety critical information, including immediately and routinely reportable matters to key personnel within the organisation in accordance with company processes • Plan and lead operational audits in accordance with the SSOS Internal Audit Program • Complete technical reports and provide analysis as requested. • Maintain accurate records and update the safety database (Intelex) as necessary. • Administer and assess action plans for suitability. • Monitor the status of findings and actions. • Provide input to further develop Assurance processes, procedures and work instructions. • Respect the sensitivity and confidentiality of information obtained during the audit/investigation process while balancing the need for the business to accurately assess the potential safety impact • Identify potential and actual risk to operations and work collaboratively with stakeholders to maintain risk to as low as reasonably practicable
Other Duties	<ul style="list-style-type: none"> • Participate in after-hours support for the operation. • Attend operational meetings as required and provide informed advice regarding emerging trends • Produce safety briefs from the learnings and safety outcomes of safety investigation reports, which will be communicated to front line team members or used in relevant training programs • 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 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.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<p>Relevant operational experience as:</p> <ul style="list-style-type: none"> • Flight Crew • LAME • Cabin Crew • ATC • Engineering (Aeronautical / Performance) • Ground Operations <p>Formal qualifications or equivalent experience in:</p> <ul style="list-style-type: none"> • Safety Management Systems • Risk Management • Investigation Techniques 	<p>Formal training or experience in:</p> <ul style="list-style-type: none"> • Human Factors • Project / Change Management • Development and Delivery of Training Material • Intellex, AQD, TRAX, SABRE and Geneva or a similar system's • Lead Auditor
Experience	<ul style="list-style-type: none"> • Experience or qualifications in the planning, organisation and conduct of aviation safety investigations and audits • Previous experience using a quality management application to manage occurrences and trend safety data. • Experience in successfully working as part of a small team in a high pressure, time critical environment 	<ul style="list-style-type: none"> • Operational experience in a High Capacity Airline. • Experience in the interpretation and application of IOSA Standards and Recommended Practices.
Skills	<ul style="list-style-type: none"> • Analytical and written skills capable of producing an aviation safety investigation and audit reports • Ability to multi task, with multiple investigations and audits being conducted at any particular time • Ability to work collaboratively and cooperatively and recognise/respect the work preferences and different views of others • An ability to apply industry knowledge and experience impartially • Proven ability to research, analyse and present data from 	<ul style="list-style-type: none"> • Formal technical report writing qualifications • Structured interviewing skills • Demonstrated competency in dealing with key internal and external stakeholders and management in an effective and diplomatic manner • Ability to present information in an open forum.

	<p>a range of familiar and new sources</p> <ul style="list-style-type: none"> • Ability to judge severity of problems and identify the need to escalate and/or employ external services to provide solutions • Ability to present complex issues in a condensed form to a senior management audience. • Excellent communication skills within all levels of the organisation. • Well-developed MS Office suite skills 	
Knowledge	<ul style="list-style-type: none"> • Good knowledge of the ATSB Transport Safety Investigation Act 2003 • Good knowledge of ICAO Annex 13 – Aircraft Accident and Incident Investigation • Well-developed knowledge of Safety Management System principles and the management of operational risk • Good working knowledge of aviation legislation, regulations and regulatory structures published by local and foreign regulatory authorities • Understanding of Just Culture principles 	<ul style="list-style-type: none"> • Thorough knowledge of the Virgin Australia document suite • Knowledge of aircraft operations including flight planning, aviation meteorology, aircraft systems, performance, aircraft weight and balance/loading systems

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 • 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.