GENERAL MANAGER
SAFETY/QUALITY ASSURANCE

Department: Safety/Quality Assurance
Reports to: Chief Executive Officer
Location: Adelaide
Delegates: Safety Administrator

SUMMARY

The GM Safety/Quality Assurance is responsible for the efficient and cost effective management of the company's safety management, safety audit program and investigative assets to regularly assess and report on the efforts and capability of the operating divisions to best meet the business needs of Sharp Airlines as set by the Board of Directors. The GM Safety/Quality Assurance is the principal safety advisor to the Managing Director, and the Executive Management Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The GM Safety/Quality Assurance must, either personally or by delegation to consultants or contractors:

- Embrace & pro-actively practice the company's Core Values and adhere to company's Code of Conduct.
- Act as the principal safety advisor to the Managing Director and Executive Management Team,
- Develop and implement safety assurance audit procedures and safety audit programs to enable safety and risk management reports to be made available on a monthly basis,
- Investigate promptly any safety related issue, and recommend the implementation of any corrective actions,
- Maintain a database of all safety occurrence and safety audit reports,
- Ensure prompt administration of all corrective action requests from external parties and facilitate their closure,
- Conduct safety system assessments and compliance audits as and when directed by the Managing Director,
- Ensure all safety activities are conducted in compliance with the relevant administrative, financial and corporate governance requirements established by the Managing Director and the Board,
- Ensure that safety audit and investigation activities are optimised for efficiency and cost effectiveness,
- Establish current and long-range goals, objectives, plans and policies for the department, subject to the approval by the Managing Director,
• Provide safety and audit advice when requested by the executive management team,
• Review operating results of the safety department, compare them to established objectives, and take steps to ensure that appropriate measures are taken to correct unsatisfactory results,
• Develop and maintain a system of internal reporting that supports company financial performance modelling and data for safety and audit activities,
• Actively encourage all elements of the business to participate in safety and safety audit activities and to pursue goals of cost-effective continuous improvement,
• Conduct regular Base Visits – minimum twice yearly to all Sharp Operational Bases.
• Represent the safety department and, when appropriate, the company with regulatory authorities, government agencies, major clients, service providers and the public,
• Apply the utmost confidentiality to the day-to-day activities within the department. No information relating to an audit, investigation or confidential interview (whether in person or by telephone) is to be divulged to parties outside of the department unless lawfully required to do so.
• Provide appropriate management of the company DAMP program.
• Provide appropriate management of the company Aviation Security program.

In regard to the continuing functionality of the organisation's Quality System(s), shall have the freedom and authority to:
• Initiate action to prevent the occurrence of any non-conformances relating to the quality of product or service provided by Sharp Airlines,
• Identify and record any problems or deficiencies relating to the quality of product or service provided by Sharp Airlines,
• Recommend and or initiate any solutions to perceived or identified problems through the appropriate channels,
• Verify the implementation of solutions,
• Control further processing, delivery or installation of non-conforming product until such time that the unsatisfactory condition has been rectified.

SUPERVISORY RESPONSIBILITIES

Relevant responsibilities include (but are not limited to): interviewing, employing and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining direct employees; addressing complaints; and problem resolution.

COMMITTEE MEMBERSHIPS

The GM Safety/Quality Assurance, fulfils a number of representative roles both internally and with external stakeholders.

• Executive Safety Review Team

KEY PERFORMANCE INDICATORS

Key performance indicators include:
• company safety performance, as measured by relevant data
• safety department productivity, as measured by:
  o maximisation of per capita revenue hours,
  o minimisation of repetitive non-compliance or unsafe events,
  o minimisation of resource related delays to investigations and reports,
  o minimisation of audit error rates and undetected system failures,
• overall company compliance performance, as measured by:
  o CASA operational audit reports,
  o company safety audit reports,
  o other client safety audit reports,
• safety department budget performance and cost control measures,
• conformance with the audit plan,
• maximisation of cost, efficiency and safety benefits,
• achievement of company policy directives.

KNOWLEDGE, SKILLS AND EXPERIENCE

To perform this job successfully the GM Safety & Quality Assurance should be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

• have a minimum of 5 years experience in Safety Management,
• have a minimum of 15 years industry experience, in Flying Operations, Engineering & Maintenance, or equivalent,
• have an excellent understanding of the organisation infrastructure requirements and strategic goals to conduct the company's operations,
• have demonstrable leadership and interpersonal skills appropriate to the position,
• have sound aviation technical knowledge either in Flying Operations, Engineering & Maintenance, or equivalent,
• have sound understanding of the current CASA regulatory legislation,
• have excellent technical report writing abilities,
• have excellent communication and interpersonal skills,
• have the capacity to represent the company and department to the Executive management of existing and potential clients and contractors,
• have a high level of computer literacy, with sound knowledge of Microsoft Excel, Access and Word.

CERTIFICATES, LICENSES AND PROFESSIONAL ACCREDITATIONS

The GM Safety/Quality Assurance should:

• hold safety and lead auditor accreditation (with minimum 3 years experience), or formal qualification in quality assurance or a similar field,
- hold accreditation as an Aircraft Accident / Incident Investigator or equivalent,
- hold suitable tertiary qualifications in Management, or equivalent, or have a minimum of 5 years in a management or leadership position,
- Hold or have held commercial or military pilot and/or engineering qualifications, or other relevant equivalences.

OTHER INFORMATION

This position requires a mixture of outdoors and office work and involves comprehensive travel.