

Leader, Cabin Crew

Position	Leader, Cabin Crew	Department	Cabin Crew
Reports to	Manager, Cabin Crew	Financial Sign-Off Authority	\$300
Direct Reports	All Cabin Crew		
Created:	March 2003	Updated:	May 2011

GOALS

The 'Big Picture' ...

My role:

- To enhance crew engagement through the establishment of constructive and supportive relationships.
- Contribute to the continuous improvement of the guest experience through the analysis and diagnosis of onboard product and service delivery.
- Create a highly visible and accessible leadership presence on and around the network.
- Develop crew capability and achieve business goals through the provision of timely performance, behavioural and developmental feedback.
- Play an active role in the reduction of crew injuries and lost time.
- To lead cabin crew resources, incident responses and business processes on day of operations.
- International LCC is required to operate as crew on development flights (approximately once a month)

The Cabin Crew Department:

Virgin Australia Cabin Crew demonstrate their individuality with their approach to safety, guest care and excellent service to provide the best possible experience for business and leisure travellers.

Virgin Australia:

We rely on the combined effort of all Virgin Australia team members to build the success of the airline and encourage everyone to work in accordance with the key leadership behaviours.

Our vision for the future:

1. To be Australia's airline of choice
2. To be Australia's best customer led organization
3. To do for corporate travellers what we did for leisure travellers in 2000.

EXPERTISE

Must have's...

Expertise	Must Have	Great to Have
Knowledge/Qualifications	<ul style="list-style-type: none"> ▪ Computer Literacy. Intermediate understanding of word and excel. 	<ul style="list-style-type: none"> ▪ Advanced computer skills ▪ Tertiary qualification
Experience	<ul style="list-style-type: none"> ▪ Previous Cabin Supervisor, Cabin Leader, Flight Manager experience; ▪ Strong written and oral communication skills. ▪ Ability to lead a team and build a productive team environment. ▪ Commitment to a high level of service standards, initiative and personal drive. ▪ Demonstrated problem solving skills ▪ Demonstrated effective communication skills ▪ Initiative and personal drive to achieve individual, team and business goals 	<ul style="list-style-type: none"> ▪ Management experience. ▪ HR/IR experience ▪ Interviewing and counselling experience. ▪ Sound knowledge of CASA regulations and requirements. ▪ Aviation experience ▪ Leadership skills

KEY ACCOUNTABILITIES

What to do...

Accountability	Major Activities
1. Human Resources	<ul style="list-style-type: none"> ▪ To be responsible for the professional development of Cabin Crew ▪ Manage and support Cabin Crew ▪ Manage cabin crew according to company Leave Procedure. ▪ Counselling employees. ▪ Providing specialised counselling (welfare) to crew. ▪ Providing support presence to crew during emotional incidences. ▪ Staff Selection. ▪ Conduct and manage disciplinary meetings as required. ▪ Assessor within Cabin Crew Promotion Assessment Centres. ▪ Ensure accurate detailed crew records are kept updated and confidential.
2. Crew Development	<ul style="list-style-type: none"> ▪ Daily management of crew performance monitoring system. ▪ Manage and appraise crew ▪ Observe your allocated crew in-flight performance by spending approximately 25% (or as directed by the Manager, Cabin Crew) of your working month on board the aircraft. ▪ Meets regularly with your crew ▪ Attend crew briefings ▪ Arrange performance feedback meetings ▪ Attend recruitment assessment centres
3. Safety	<ul style="list-style-type: none"> ▪ Manage performance issues that are born from safety occurrences. ▪ A delegate to the Cabin Safety Officer (CSO), for CERP appointed positions. ▪ Deliver a team Safety Brief to crew prior to each observation flight. ▪ Monitor and coach manual handling procedures during observation flights. ▪ Identify and report on risks in the cabin. ▪ Assist the Safety and Standards teams with safety related investigations. ▪ Maintain regular contact with injured team members to provide ongoing support. ▪ Reduce lost time through the maintenance of robust RTW plans and by monitoring the progress of crew on restricted duties.
4. Communication	<ul style="list-style-type: none"> ▪ Provide information to direct reports on company issues. ▪ Ensure positive relationships with operational areas. ▪ Ensure procedural accuracy with interacting operational areas. ▪ Send out updates to your crew. ▪ Keeping them informed.
5. On-Board Flight Quality	<ul style="list-style-type: none"> ▪ Spending time on board the aircraft with your crew members. ▪ Action audit findings. ▪ Completing company audits when travelling on duty travel.
6. Generalist Management Functions	<ul style="list-style-type: none"> ▪ Daily operational requirements. ▪ Assist in creation of Virgin Australia Cabin Crew policies. ▪ Chair and/or attend relevant committees/working groups. ▪ Involvement with projects as delegated by the Manger, Cabin Crew .Complete allocated portfolio work as delegated by Manager, Cabin Crew. ▪ Contribute to the content of CCON or Notice to Crew. ▪ Assist in chairing meetings ▪ Participating in the delivery of the Manager, Cabin Crew's portfolio work ▪ Looking for more efficient and cost effective processes ▪ Conduct debriefings of crew who have been involved in traumatic situations.
7. Industrial Relations	<ul style="list-style-type: none"> ▪ Liaison point of contact with Virgin Australia crew union delegates ▪ Interpret Virgin Australia CC Certified Agreements.

KEY ACCOUNTABILITIES

What to do...

Accountability	Major Activities
8. Leadership	<ul style="list-style-type: none"> ▪ Motivate and lead cabin crew to improve our performance to meet company values, behavioural competency requirements and assist in achieving departmental KRA's. ▪ Motivate and inspire team members through championing company values, policies and procedures. ▪ Actively demonstrate a fair, honest, open and consistent approach to team leadership. ▪ Provide direction and advice to all team members. ▪ Actively promote an inclusive, consultative workplace. ▪ Actively seek for ways to improve engagement of team. ▪ Effectively utilise the crews to complete all required tasks to exceed our targets and our guest's expectations. ▪ Performance Management of the team, which includes coaching, developing, and counselling of all crew members as required. ▪ Manage your time and duties effectively. ▪ Ensure business awareness around On Time Performance (OTP) issues.
9. Operations Leadership (Duty Shift Responsibilities)	<ul style="list-style-type: none"> ▪ Health & Safety ▪ Initiate immediate contact with crew injured on day of operations to commence RTW process. ▪ Ensure the continuity of RTW plans and WC processes in consultation with Leader, Cabin Crew. ▪ Monitor the performance and progress of crew in suitable duties roles. ▪ Conduct Safety Briefings. ▪ Attend port based OHS Committees and meetings. ▪ Incident Response & Crew Support ▪ Initiate support to crew after serious incidents. ▪ Initiate support and processes associated with Sick Leave, MDS and Fatigue removals. ▪ Coordinate DAMP process. ▪ Arbitrate disputes regarding EBA application on day of operations. ▪ Co-ordinate CERP responses in consultation with Manager Cabin Crew. ▪ Crew Resource Co-Ordination ▪ Lead and co-ordinate the activities of APT reserves. ▪ Lead OTP outcomes through co-ordination of Turn Teams & Focus Flight processes. ▪ Monitor the performance of crew in safe work and ground based roles. ▪ Lead & co-ordinate business processes and initiatives at base level.
10. Training & Development	<ul style="list-style-type: none"> ▪ Assist to develop and facilitate CS, CL & FM leadership training and development programs. ▪ Facilitate induction programs during initial CC training. ▪ Participate in the development and facilitation of Service Promise and other service related training. ▪ Lead the probationary review process for new crew. ▪ Create development and succession plans for crew.
11. Endorsed on Boeing 777 (international LCC only)	<ul style="list-style-type: none"> ▪ Maintain currency on the Boeing 777. ▪ Operate as crew during development flights as required.

BEHAVIOURAL COMPETENCIES

How to do it...

Refer to Behavioural Competency Dictionary

Competency	Level	Competency	Level
Achievement Drive	3	Adaptability	3
Attention to Detail	3	Confidence	2
Customer Service Orientation	3	Developing Others	3
Directing Others	2	Integrity	1
Interpersonal Effectiveness	3	Proactivity	2
Problem Solving	3	Quality of Thinking	2
Safety Orientation	3	Self Control	3
Team Leadership	2	Teamworking	2
Virgin Flair	3		

KEY INTERACTIONS

Who with...

Internal: Manager, Cabin Crew, cabin crew team, MOD, team leaders, Union Delegates.
External: Union Representatives.

MAJOR CHALLENGES

Say What...!

To implement company policies within the cabin crew team and handle cabin crew performance and development issues.

EVERYBODY'S MUST DO'S

1. We expect you to be the ultimate Virgin Australia ambassador through living, breathing and promoting our Virgin Australia Values – Resourcefulness, Innovation, Caring, Enthusiasm, Excellence, Individuality and Integrity.
 2. We expect you to comply with and actively support all position, department and company policy and procedures.
 3. We expect you to be a team player – ‘one in, all in’; support your team; ‘first to know, best to deal with’
 4. Above all, we expect you to KEEP OUR WORKPLACE FAIR & SAFE – free of all forms of discrimination and harassment; and free from injury and incident.
 5. Engage the very best of your personality and enthusiasm and create memorable and positive experience for all.
-

Virgin