



Position Description

Head of Standards - Australia

Role Summary

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| Role Title: | Head of Standards - Australia |
| Department | Flight Operations, Australia |
| Location: | Perth, Western Australia |
| Reporting to (Position Title): | Head of Flight Operations (Chief Pilot), Australia |
| Direct Reports (if any): | |

1. Role Purpose

The Head of Standards is responsible for ensuring the consistent application and continuous improvement of flight operations standards across the organisation. This role oversees regulatory compliance, manages internal safety and quality programs, and engages with industry bodies to align company practices with global best standards. Working closely with the Flight Operations department and other key stakeholders, the Head of Standards plays a critical role in maintaining operational excellence and supporting the safe, efficient delivery of aviation services.

2. Core Values

Safe, Efficient, Quality, Service

Core values are the principles that continue to define the company culture and guide daily interaction and decision making. Each employee has a personal responsibility to recognize the behaviours that support these principles and put them into daily practice.

3. Key Deliverables, Duties and Responsibilities

- Ensure standardisation and continuous improvement across all Flight Operations activities.
- Maintain regulatory compliance and liaise with CASA and other authorities.
- Oversee internal safety and quality programs, including LOSA and auditing.
- Manage updates to operational documentation and industry standards.
- Support flight operations leadership and contribute to strategic development of best practices.

Operational and Regulatory Compliance

- Maintain flying currency on a type or class of helicopter that is used to conduct a significant proportion of PHI's air transport operations, as directed by the HOFO.
- Under direction from the HOFO, Alternate HOFO, and Head of Training and Checking (HOTC), manage continuous improvement of the Flight Operations manual to ensure regulatory compliance.
- Monitor and review amendments to CASA documentation (CASRs, MOS, ACs, AMC/GM).
- Maintain and update Web Manuals compliance files.
- Monitor AIP SUP publications and ensure operational adjustments are made accordingly.
- Submit and track all Part 119, 133 & 138 change notifications and applications to CASA.
- Attend CASA flying operations seminars and liaise with CASA and other authorities as required.

Standardisation and Continuous Improvement

- Coordinate and manage the standardisation of Flight Operations across Australia.
- Collaborate with the HOFO, Alternate HOFO, and Head of Training and Checking (HOTC) to implement best practices.
- Review and update non-regulatory standards (IOGP, HeliOffshore) and maintain compliance documentation.



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- Advise HOF0/Alternate HOF0 of significant changes to standards.

Safety and Quality Oversight

- Under direction from the Alternate HOF0, manage the Line Operations Safety Audit (LOSA) program.
- Assist with auditing of external training providers.

Training and Industry Engagement

- Maintain and develop professional standards, qualifications, and training programs.
- Engage with industry bodies to contribute to the development and review of global best practices.
- Coordinate the company's involvement with HeliOffshore and similar organisations.

Administrative and Support Functions

- Administer Web Manuals and ensure documentation accuracy.
- Support the Flight Operations management team as directed by the HOF0.
- Undertake other Flight Operations tasks as assigned by the HOF0 or Alternate HOF0.

4. Safety Accountabilities

- Report any hazards or occurrences and stop any unsafe work.
- Participate in safety activities and meetings.
- Comply with all company policies and procedures.
- Be familiar with the Integrated Management System and its associated manuals such as the SMS Manual, HSE Manual and the Quality Manual.
- Have working knowledge of the Safety Case and Hazard / Risk Management Process.
- Maintain Controls that are described in the Safety Case and the Risk Module software application for which this position is responsible for.

5. Experience and Qualifications Required

- Licence: CASA ATPL (H) with Instrument Rating
- Extensive experience in either Offshore or Marine Pilot Transfer operations
- Type Rating: Type Rated on one of: H175, AW189 or S92.
- 3000 hours total helicopter time including 1500 hours multi-engine (helicopter)
- 1500 hours command (helicopter)
- 1200 hours multi-crew (helicopter)
- Extensive knowledge of CASA regulatory environment
- Previous aviation management experience

6. Knowledge, Skills and Attributes

- Works cooperatively with other to produce innovative solutions
- Embraces change and demonstrate a willingness to learn new technology and processes
- Interacts with employees to set and communicate performance standards that are specific and measurable
- Expresses ideas respectfully and shares information in a clear and concise manner using the appropriate mode of communication
- Recognizes when compromise is necessary and is effective in getting others to be flexible in their views
- Obtains and manages appropriate and necessary resources to accomplish objectives in a timely and efficient manner

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- Seeks input from others on priorities and adapts work schedule to respond to changing timelines or expectations
- Excellent communication skills
- Highly competent administrative ability

7. Incumbent Details & Approvals

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| Incumbent Name: | Manager Name: |
| Signature: | Signature: |
| Date: | Date: |