



Position Snapshot

Position Title:	Supply Officer
Division / Department:	Engineering & Aircraft Servicing / Technical Operations
Location:	BNE Hangar
Reports to:	Supply Leader
Direct reports:	0
Level:	1C
Award:	
Classification:	N/A / N/A
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.

The objective of the Supply Officer role is to maintain availability of reliable, compliant inventory, cost effectively throughout the Virgin Australia Airline Group networks to avoid disruption of operational and maintenance activities. The role includes but is not limited to purchasing, repair cycle management, inventory planning and commercial tasks within the Supply Chain function as required.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

The Supply team is responsible for managing Virgin Australia aircraft inventory to support all maintenance requirements in the most timely and cost effective manner.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - 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 Safety Shares - 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.
Operational	<ul style="list-style-type: none"> - Maintain aircraft spares and related equipment to support Virgin Australia's Engineering and Maintenance on-time performance target - Minimal time to process orders, quotes and correspondence - Ensure all inventory is procured or repaired in accordance with contractual and regulatory requirements in the most cost effective manner - Ensure all warranty and guarantee options are pursued.
Safety	<ul style="list-style-type: none"> - Maintain compliance with Virgin Australia's Continuing Airworthiness Management Exposition, Engineering Business Procedures and applicable Work Instructions - Raise Reports for all significant events that may have safety, quality or compliance implications.
Continuous Improvement	<ul style="list-style-type: none"> - Assist in the ongoing optimisation of the inventory plan - Provide input and promote opportunities to review and improve departmental processes and procedures and continually improve interaction with stakeholders - Take responsibility for controlled documents and work instruction amendments where required - Complete all required training in accordance with induction training schedules and team/individual training plans.
Customer	<ul style="list-style-type: none"> - Provide updates on all open demands - Provide support to the Supply Operations and Material Resource Planning (MRP) teams - Build key relationships and monitor effectiveness of external vendors, suppliers and other parties - Support Technical Operation teams as determined by your Leader / Manager.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> - High School Certificate 	<ul style="list-style-type: none"> - Formal qualifications in supply chain management
Experience	<ul style="list-style-type: none"> - Minimum 5 years' procurement or supply chain experience - Basic ability with Microsoft Office applications including Outlook, Excel and Word 	<ul style="list-style-type: none"> - Aviation component repair cycle experience - Experience with TRAX and Oracle systems - Intermediate or advanced ability with Microsoft Office applications including Outlook, Excel and Word
Skills	<ul style="list-style-type: none"> - Excellent verbal and written skills - Proven ability to assess scenarios and plan outcomes in the most effective manner - Proven ability to prioritize work requirements in an operationally fluid environment - Good interpersonal skills 	<ul style="list-style-type: none"> - Proven ability to work autonomously
Knowledge	<ul style="list-style-type: none"> - Knowledge of supply chain principles - Working knowledge of the CASR Part 42 Continuing Airworthiness Regulations 	<ul style="list-style-type: none"> - Working knowledge of Virgin Australia's Continuing Airworthiness Management Exposition, Engineering Business Procedures and associated Work Instructions

Virgin Australia Leadership Standards

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