



Position Snapshot

Position Title:	Defect Support Engineer
Division / Department:	Engineering and Aircraft Servicing / Technical Operations
Location:	BNE Hangar
Reports to:	Manager Technical Operations
Direct Reports:	0
Level:	1D
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 Defect Support Engineer is to provide effective solutions for all non-operational tail specific issues reported within the Technical Operations group. This includes the assessment, coordination and preparation of open defects for rectification, as well as coordinating responses and actions in relation to guest, crew and safety related complaints. The Open Defect Engineer may also provide support to Line Planning, Maintenance Watch and MRO's for troubleshooting and AOG aircraft.

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.

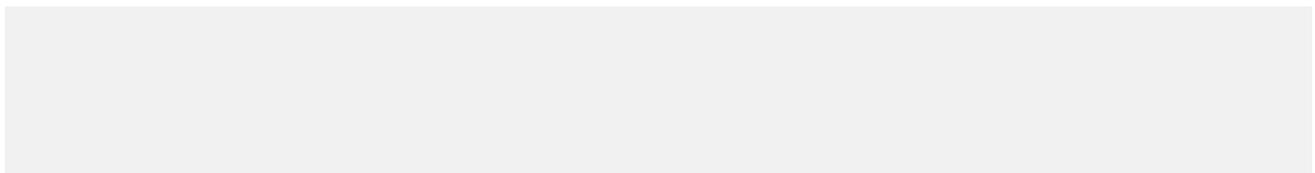
The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, 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 Planning team is responsible for implementing the airline's Approved Maintenance Program and acquitting all open defects in a timely and cost-effective manner, devoid of maintenance overruns and undue restrictions to the operation



Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) - Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required - Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group - Lead and participate in Safety Shares in all meetings - Champion Better Me throughout the Group - Lead consultation of WHS matters as related to your working environment - Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.
Operational	<ul style="list-style-type: none"> - Maintain oversight and status of all open defects; - Complete assessment of open defects to determine required actions to rectify. Task includes the review of all technical data, troubleshooting, coordination with the SME, requisition of parts and tooling, as well as man-hour/maintenance capability assessments; - Coordinate with Line Planning and Maintenance Watch to ensure timely and cost-effective rectification of open defects; - Research and raise requests with OEM's, Part 21 organizations, approved persons and CASA for Instructions for Continued Airworthiness (ICA), Permissible Unserviceability's (PU) and Special Flight Permits (SFP); - Coordinate responses and actions for tail specific guest, crew and safety related complaints.
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"> - 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"> - Support Technical Operation teams as determined by your Leader / Manager; - Provide support and troubleshooting recommendations to Line Planning, Maintenance Watch and MRO's as required; - Produce reports that measure against key performance indicators. Indicators including; defect clearance rates; hold rates and trends.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> - Hold, or have held, an aircraft engineer license in category B1 and/or B2 or equivalent; or have a qualification in aircraft maintenance at least at certificate IV level; or have an engineering qualification at least at diploma level in any of the following disciplines: (i) aeronautical; (ii) avionics; (iii) mechanical; (iv) electrical 	<ul style="list-style-type: none"> - Hold, or have held, an aircraft engineer license in category B1 and/or B2 or equivalent, with type ratings on current Virgin Australia aircraft types or aircraft of similar complexity
Experience	<ul style="list-style-type: none"> - Minimum 5 years' experience in engineering/aircraft maintenance for an airline that operates aircraft that are the same, or of a similar complexity as the aircraft operated by Virgin Australia - Basic ability with Microsoft Office applications including Outlook, Excel and Word 	<ul style="list-style-type: none"> - 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"> - Comprehensive knowledge of the aircraft's structure and systems, including the propulsion system for aircraft/engine types operated by the airline, or of similar aircraft type and complexity - Working knowledge of OEM maintenance manuals and documentation - 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 3 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> - Identifies and addresses the underlying needs of internal and external customers - Identifies service trends and contributes to providing creative solutions - Looks for ways to leverage digital transformation initiatives to improve ways of working and customer experience - Taps into individual differences and working styles to improve business processes and outcomes - Simplifies complex concepts and arguments - Instils confidence in self and others to embrace challenges and opportunities - Recognises and celebrates success and achievement - Uses data to measure and monitor safety performance and ensures team members are accountable for their individual contribution to safety outcomes
Desire to be Better	<ul style="list-style-type: none"> - Uses digital platforms to generate insights on business performance, customer experience and risks - Monitors trends and ideas, sharing insights to add value and address emerging risks - Seeks ways to continuously improve and empowers others to challenge the status quo - Explores and leverages new ways to communicate for maximum impact - Pushes barriers and displays persistence, even in the face of failure - Role models and coaches safety behaviours to support compliance and safety outcomes
Collaborates	<ul style="list-style-type: none"> - Understands the VA Group's objectives and the links between teams, functions, businesses and sector - Identifies and facilitates connections that add value - Communicates convincingly, anticipating varied audience needs and adapting style - Empowers others to build trusting and cooperative partnerships and facilitates relationships across the business and with external partners - Enables connections, identifying and removing obstacles - Shares learnings and drives collaboration and joint problem solving
Inspires Team	<ul style="list-style-type: none"> - Assembles high performing teams through complimentary skill sets and ways of working - Coaches and mentors others, facilitating their development and encouraging initiative and action - Sets goals for self and others that contribute to the achievement of VA's strategy - Proactively seeks and reflects on feedback to identify development opportunities - Empowers others to take action without direct control - Leads by example through influencing others with own actions - Actively monitors teams for adherence to standard operating procedures and drive a 'safety first' culture
Creates Future	<ul style="list-style-type: none"> - Adopts an open-minded approach, anticipating the immediate impacts of change and enabling an agile response - Engages with others and demonstrates empathy and caring in the face of change - Prepares for change, seeking opportunities to contribute to change initiatives - Demonstrates hunger for innovation, is comfortable with being uncomfortable when it comes to change - Evaluates progress and re-prioritises work regularly based on changing needs and risk considerations
Drives Results	<ul style="list-style-type: none"> - Understands the interdependence of the Group's goals, taking into account wider operational context - Plans own work and that of others to demonstrate accountability towards the achievement of extraordinary outcomes - Removes barriers and overcomes obstacles to ensure delivery of results - Applied knowledge and analysis of issues and trends to formulate and achieve plans - Establishes systems and procedures to guide work and track progress - Thinks laterally and finds ways to achieve outcomes - Reviews safety and risk performance within own area and searches for ways for continuous improvement.