



## Position Snapshot

<b>Position Title:</b>	Quality Conformance Specialist
<b>Division / Department:</b>	Engineering & Aircraft Servicing / Quality Assurance
<b>Location:</b>	BNE Hangar
<b>Reports to:</b>	Leader, Conformance
<b>Direct Reports:</b>	0
<b>Level:</b>	2A
<b>Award:</b>	
<b>Classification:</b>	N/A / N/A
<b>Date:</b>	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 Quality Conformance Specialist role is to undertake ongoing oversight as per the VA Quality Management System for Engineering, Maintenance & Aircraft Services (VAA CAMO CASR Part 42 AMO Part 145/147 and AOC Ramp Services) for overall conformance to internal standards.

## 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 Quality & Safety team undertake ongoing oversight as per the Safety Management System for Engineering & Aircraft Services (VAA CAMO CASR Part 42 AMO Part 145/147 and AOC Ramp Services) for overall Compliance to Regulations and Conformance to all Company policies and procedures.

## Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> <li>• Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing)</li> <li>• 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</li> <li>• Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group</li> <li>• Lead and participate in Safety Shares in all meetings</li> <li>• Champion Better Me throughout the Group</li> <li>• Lead consultation of WHS matters as related to your working environment</li> <li>• Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.</li> </ul>
Safety, Security & Business Resilience	<p>Complete all mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing)</p> <p>Participate in the SMS and SeMS by identifying and reporting hazards to the operation</p> <p>Be aware of personal safety matters including the emergency procedures relevant to role location</p> <p>Adhere to all documented operating procedures</p> <p>Actively participate in Safety Shares</p> <p>Actively participate in Better Me initiatives</p> <p>Actively participate in the Groups emergency response program</p> <p>Participate in consultation of WHS matters as related to your working environment</p> <p>Challenge unsafe behaviours in others</p> <p>Abide by the lawful directions of security personnel and law enforcement officers.</p> <p>Actively participate in the Group's Resilience program.</p>
Safety	<p>Set positive example on all safety matters (EAS)</p> <p>Be a positive change agent for quality &amp; safety initiatives</p> <p>Adherence to and promoter of all WHSE legislation relative to EAS</p> <p>Active participation in safety share initiatives in regular team meetings</p>
Compliance	<p>Participation in a program which independently audits the conformance with Part 42/145 of the CASR 1998 and associated Manual of Standards and Expositions.</p> <p>Prompt reporting of critical Quality related matters to the Leader and where appropriate to the Quality Manager and to the Continuing Airworthiness Manager</p> <p>Oversight Audit Finding and Corrective / Preventative Action process via Intelx (with electronic file copies retained with audit records)</p> <p>Internal and External Audits (EAS) are conducted and actioned on time in accordance with SSM1 and relevant Work Instructions)</p> <p>Provision of advice and guidance to staff on actions to be taken in</p>

Accountability	Major Activities
	<p>response to incidents or occurrences. Participate in cross functional teams either within EAS or across other divisions (e.g. Safety Systems)</p>
Reporting	<p>Leader is briefed on issues that require immediate attention or escalation in both regulatory or business sense. Participate in preparation of MSRRC, ESSRC and BSRRC reports. Prompt and regular reporting of all compliance related matters to the Manager, Quality &amp; Safety. Consistently and professionally respond to internal or external customer requests on compliance matters within a reasonable timeframe. Participate in Bi-Annual Conformance Review with EAS Leadership</p>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<p>Hold or have held an accreditation as an ISO 9001 and/or AS9100 Lead Auditor. Qualification in Aviation Maintenance related discipline</p>	<p>Successfully completed a recognised Safety Investigator training course.</p>
<b>Experience</b>	<p>Track record in Continuing Airworthiness Maintenance Organisation auditing in the RPT aviation environment Demonstrated ability to identify root cause(s) of deficiencies discovered. Strong practical experience and expertise in the applications of aviation safety standards and safe operating practices Strong self-motivation and direction to be able to work effectively without direct supervision</p>	<p>Extensive experience in auditing Maintenance Control or CAMO activities Broad aviation experience in airline policies and procedures development and review.</p>

Requirement	Essential	Desirable
<b>Skills</b>	<p>Effective leadership skills to lead and manage teams</p> <p>A strong working knowledge of the Microsoft Office suite</p> <p>A working knowledge and experience with the TRAX and Intelx (or ability to adapt to new systems)</p> <p>Demonstrated ability to critically review and write reports, tabled both internally and to external providers, including all management levels</p> <p>Previous QMS, IOA, IOD or other regulatory roles held</p>	<p>Ability and willingness to coach team members in relation to your area of expertise</p> <p>Demonstrated extensive understanding of the CASA regulatory framework along with being a previous holder of regulatory Instruments of Appointment relative to Continuing Airworthiness Management</p> <p>Demonstrated understanding of the CASA regulatory framework along with ability to attain regulatory acceptance in Quality or Safety roles</p>
<b>Knowledge</b>	<p>Excellent understanding of all CASA Regulation related to maintenance &amp; servicing aircraft</p> <p>Relevant knowledge of all elements of the CASRs across AOC</p> <p>Strong knowledge in Maintenance Programs, OR</p> <p>Strong knowledge of overall servicing of aircraft including Ramp</p>	<p>Knowledge of ISO 9001 and IOSA Quality Management Systems</p> <p>A working knowledge of FAA and EASA Regulatory provisions</p>

# Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Initiates customer centric solutions</li> <li>• Supports initiatives to improve policies, processes and customer interactions</li> <li>• Seeks and identifies opportunities to surprise and delight both internal and external customers</li> <li>• Recognises ideas of all stakeholders and encourages innovative approaches</li> <li>• Expresses own point of view and challenges basic assumptions</li> <li>• By example, sets the direction for team members regarding safety performance and following procedures</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Takes into consideration the impact to customer experience when making decisions</li> <li>• Applies learning from previous experiences to improve future approaches and solutions</li> <li>• Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</li> <li>• Identifies issues in existing systems and processes that may not be obvious to others</li> <li>• Challenges the status quo and offers progressive ideas and solutions</li> <li>• Actively seeks out risks to safety and resolves as a priority</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement</li> <li>• Actively seeks opportunities to partner with others to achieve extraordinary outcomes</li> <li>• Builds trusting, cooperative partnerships, supporting others in challenging situations</li> <li>• Builds rapport and proactively strengthens connections with others</li> <li>• Embraces collaboration by connecting with others across different functions within VA</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Encourages others to bring whole self to work and contribute freely to achieving our vision</li> <li>• Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</li> <li>• Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</li> <li>• Promotes and encourages excellence, growth and autonomy in self and others</li> <li>• Shows personal accountability for achievement of job-specific outcomes</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Embraces change, seeing it as an opportunity to drive business improvement</li> <li>• Acts as a change advocate, sharing information and promoting change to others</li> <li>• Demonstrates persistence and perseverance in the face of obstacles</li> <li>• Considers whether short term goals support long term objectives and consequences</li> <li>• Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Recognises the implication of organisational issues, identifying potential impact on achievement of own results</li> <li>• Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</li> <li>• Communicates key objectives within own area to deliver results aligned to business strategy</li> <li>• Tailors messages for maximum impact</li> <li>• Uses data to drive continuous improvement to processes, outcomes and safety.</li> </ul>