



Position Snapshot

Position Title:	Manager Business Support
Business / Division / Department:	Engineering & Aircraft Services / Technical Operations
Location:	Brisbane Engineering Hangar
Reports to:	General Manager Engineering and Aircraft Servicing
Direct Reports:	4
Classification:	3
Date:	September 2020

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 Manager role is to maximise the availability of safe and reliable aircraft at minimal cost by negotiating and executing cost effective commercial agreements, in conjunction with our Group Procurement team, with continual focus on ongoing cost-effective service delivery through each contract life cycle. Additionally, the Manager will oversee the technology layer used by the Engineering and Aircraft Servicing teams, ensuring the implementation of efficient, cost effective technology solutions in collaboration with IT. The candidate will also be responsible for the airworthiness review requirements of the fleet and all associated fleet transactions; liaising with aircraft financiers/lessors and internal stakeholders for aircraft induction and return activities.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

As a result, every person we come into contact with – be it our guests, customers, colleagues or the community, will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities
Leadership	<ul style="list-style-type: none">▪ Model desired leadership behaviours, mentor staff to lead team members to their full potential.▪ Performance Management of staff.▪ Recruitment & Selection.▪ Ensure effective communication to team.▪ Develop effective relationships with internal/external stakeholders.
Safety	<ul style="list-style-type: none">▪ Required to understand and observe regulatory requirements associated with all maintenance and supply activities and ensure appropriate conformance.▪ Ensuring all work performed is carried out in accordance with regulatory and departmental quality standards and CAME/ESP.
Project Mngt & Continuous Improvement	<ul style="list-style-type: none">▪ Manage Department Project Portfolio.▪ Develop Project documentation.▪ Oversight the Departments Project Execution (reporting, budget, etc).▪ Develop resource, implementation, training plans.▪ Identify system and process improvement opportunities for compliance, cost, and performance.▪ Develop, maintain and execute a continuous improvement plan that fits within the context of the Departments Strategy and implements change to identified opportunities.

Engineering Systems	<ul style="list-style-type: none"> ▪ Issue resolution ▪ Business requirements and development ▪ User security and training ▪ Vendor Management
Sourcing of Maintenance	<ul style="list-style-type: none"> ▪ Work with Group Procurement to establish aircraft product and service contracts with approved providers to satisfy the department's needs. ▪ Build and maintain industry presence and networking that enables performance measurement to current and future market opportunities ▪ Build strategic relationships with key Providers. ▪ Manage implementation of contracts and drive Vendor/MRO performance to ensure, through measurable data, Virgin Australia is obtaining full value from each agreement. ▪ Manage KRA's, and Issues Register, including both strategic and transactional issues. ▪ Establish the Engineering and Aircraft Servicing Departments commercial budgets and then monitor and approve invoices to ensure delivery to the budget.
Aircraft Presentation	<ul style="list-style-type: none"> ▪ Establish agreements to ensure aircraft presentation is at the level expected by our guests. Operationally performance manage such agreements to ensure that the value and service expected of these agreements is being consistently met.
Fleet Transactions	<ul style="list-style-type: none"> ▪ Participate in business aircraft transactions, encompassing: <ul style="list-style-type: none"> ○ Working collaboratively with fleet teams to review leases, make recommendations on maintenance considerations, term etc. ○ Return aircraft to schedule and at lowest cost ○ Project manage the induction of new and second-hand aircraft. ○ Ensure the fleet has valid airworthiness review certificates at all times.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> ▪ Tertiary qualification in Engineering/ Business or alternatively an aircraft Licensed Engineer with post graduate qualifications in Engineering or Business or alternatively previous approval by CASA as a Maintenance Controller. ▪ Ability to be approved as a CASR 42 Responsible Manager 	<ul style="list-style-type: none"> ▪ MBA or other Management qualifications ▪ Licensed or Professional Engineer qualifications ▪ Project management training or qualifications ▪ Six Sigma and/or LEAN training
Experience	<ul style="list-style-type: none"> ▪ 10 years relevant work experience ▪ Experience in the use of airline Maintenance and Engineering systems and experience of the interface between an airline MRO including exposure to ICT project implementation. ▪ Development of CASA approved Manuals ▪ Negotiation, execution and performance oversight of high value, complex technical product and service contracts. 	<ul style="list-style-type: none"> ▪ 5 years in management roles within a Part 42 Continued Airworthiness Management Organisation.

Skills	<ul style="list-style-type: none"> ▪ Strong interpersonal/communication skills with a demonstrated ability to deal with people and their problems effectively ▪ Ability to review and recommend improvements to procedures and systems ▪ Ability to mentor staff direct reports ▪ Strong communicator with the ability to think & plan creatively makes effective decisions & the ability to negotiate. ▪ Excellent verbal and written communication skills which enable effective delivery of objectives 	
Knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of maintenance systems and regulations as it applies to aircraft maintenance and AMO ▪ Comprehensive knowledge of aviation budgeting and financial systems 	

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 •Instills 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, CX 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 VA 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 Applies 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