



## Position Snapshot

<b>Position Title:</b>	Senior Planner
<b>Business / Division / Department:</b>	Technical Operations
<b>Location:</b>	Brisbane Hangar
<b>Reports to:</b>	Maintenance Planning Leader
<b>Direct Reports:</b>	N/A
<b>Classification:</b>	1D
<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 Senior Planner's role is to ensure that the scheduled and unscheduled maintenance requirements of the Virgin Australia Airlines Pty Ltd.'s fleet are carried out in a timely and efficient manner meeting CASA regulatory compliance and business requirements,

and acting as the liaison between Virgin Australia Engineering, Approved Maintenance Organisations (AMO) and the Operations Group.

To maintain Virgin Australia Airlines Pty Ltd.'s regulatory compliance by effectively implementing the airline's Approved Maintenance Program and defect rectification, in a timely and cost-effective manner, devoid of maintenance overruns and undue restrictions on the operation.

## 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 Regional 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.

Around 6000 passionate team members make up the Virgin Australia Group across Australia. 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
<b>Financial</b>	<ul style="list-style-type: none"><li>• Identify improvement opportunities for consideration by leaders (through personal experience, KPI review, audits, investigation outcomes and team member feedback)</li><li>• Assessing and providing implementation strategy – Considering best maintenance opportunities</li><li>• Planning maintenance checks and tasks for maximum yield</li><li>• Develop long-term maintenance packaging strategies to satisfy all MPD requirements that work with and optimise the constraints of the Commercial Schedule</li></ul>

	<ul style="list-style-type: none"> <li>• Identification of high cost or high-risk future maintenance requirements of major components such as landing gear, engines, APU's, flight controls, etc</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Ensuring process change and amendment to department work practice is understood and effectively implemented.</li> <li>• Ensuring that Maintenance Planning staff are complying with company policy and approved work instructions.</li> <li>• Ensuring that maintenance overruns and planning related 'near misses' are investigated and any outcomes required of the Maintenance Planning department are adhered too.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Maintaining personal competency and familiarity of maintenance planning processes by actively working within the Line Planning team providing surge capacity and shift coverage as determined by your Leader</li> <li>• Deliver department training requirements as required (including induction, currency and systems)</li> <li>• Management of the Maintenance Planning System Tools such as VASP, Forward Plan, Sabre, DMT, DML and TRAX (Technical)</li> <li>• Management and allocation of Maintenance Planning Engineering Support Requests</li> <li>• Create and manage 45-day line maintenance plan</li> <li>• Management of defects within 120-day window with aim to keep overall number to a minimum</li> <li>• Create and manage heavy check maintenance plan</li> <li>• Effective inclusion of Repair &amp; Modification plan into heavy and line maintenance check environments</li> <li>• Construct programs for the smooth induction of mod's and component overhaul requirements</li> <li>• Creation of Induction and End of Lease work packages</li> </ul>
<b>Customer</b>	<ul style="list-style-type: none"> <li>• Maintain and report the program of work originating from the department strategy</li> <li>• Coordinate delivery of improvement initiatives/ projects aligning with the departmental strategy. This includes for example ensuring training, documentation; data adjustments, system/process, change management are considered as part of implementation</li> <li>• Monitoring, analysing, and forecasting ground time maintenance requirements for commercial schedule change requests. Manage the schedule change process for Engineering Operations</li> <li>• Primary interface to VA Fleet Engineering on behalf of Maintenance Planning</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Extensive Aircraft Engineering knowledge including use of Engineering Management Systems (preferably Trax)</li> <li>• Aircraft documentation experience</li> <li>• Working knowledge of the applicable regulatory requirements.</li> <li>• Good Interpersonal skills.</li> <li>• A formal aircraft engineering qualification, tertiary qualification or equivalent</li> <li>• Training design and delivery knowledge.</li> <li>• Experience with multiple aircraft types and maintenance programs</li> </ul>	<ul style="list-style-type: none"> <li>• Aircraft technical skills in association with the types operated</li> <li>• Training certificates for MS Project and TRAX</li> <li>• Minimum of level 4 cert of workplace training and assessment</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Aircraft Maintenance experience in both a heavy and line maintenance environment or</li> <li>• Experience in an airline engineering Maintenance Control Center</li> <li>• Understanding of Approved Maintenance Programs</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Aircraft Maintenance Planning experience</li> <li>• Previous experience in an airline network operations role</li> <li>• Experience in aircraft maintenance associated with similar types of aircraft operated</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Proven analytical skills and ability to assess different scenarios and plan outcomes in the most compliant and efficient manner</li> <li>• Computer literacy in a windows environment</li> <li>• Proven ability to prioritize workloads and work requirements in a highly fluid</li> </ul>	<ul style="list-style-type: none"> <li>• Good logical and organizational control skills</li> <li>• Project management skills</li> <li>• Employee or significant stakeholder management experience</li> </ul>

	<p>and changing operational environment.</p> <ul style="list-style-type: none"> <li>• Excellent verbal and written skills</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Aircraft engineering background</li> <li>• Working knowledge of the regulatory requirements applicable at any time</li> <li>• Through understanding of maintenance planning concepts</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the Virgin Australia Airlines Pty Ltd Approved Maintenance Program</li> <li>• Aircraft Technical Documentation</li> </ul>

# Virgin Australia Leadership Standards

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