

Virgin Australia

Position Description



Position Snapshot

Position Title: Maintenance Training and Support Officer

Business: VARA AMO

Location: VARA Hangar - Perth

Reports to: Head of Maintenance

Direct Reports: Nil

Classification: 1D

Employment: Full Time

Date: November 2020

Overall Impact Statement

The Maintenance Training and Support Officer is responsible for the effective coordination of all Team technical and mandatory training. Oversight to ensure the training requirements meet the Company and Regulatory obligations. Supervision and delivery of key Department administrative functions. Monitoring and updating of significant Department projects including the administrative ownership of the safety and compliance databases. Although providing support to the Team, reporting to the Head of Maintenance.

Organisation Context

Virgin Australia Group is a major Australian airline group which operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 6,000 team members. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values, we can do things that most people would think impossible.

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

Key Accountabilities

- **Quality Control - maintenance training and record control**
 - Manage Maintenance Team's internal and external training requirements, including personal records
 - Deliver monthly Training Report to key stakeholders
 - Cooperate with internal and external audits ensuring NCNs found within the Training Department are acquitted in a timely manner
- **Quality Control - efficiency and effectiveness of training deliverables**
 - Identify training needs and seek action accordingly
 - Monitor and provide feedback of training effectiveness
 - Observation and review of training performance
 - Training delivered at competitive rates
 - Research, evaluation and selection of external Training Organisations and programs to meet training needs
 - Liaison with internal departments and external organisations
- **Approval of maintenance training courses developed**
 - Provide scope for the development of training courses, IAW Regulatory requirements and Company Policy standards
 - Liaison with courseware developers, Training Organisations, Maintenance Organisations, Regulatory Authorities and appropriate personnel to provide a satisfactory and quality training product
 - Accountability for final approval of developed training courseware

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- **Oversight of contracted maintenance organisations responsibility to training**
 - Oversight of contracted AMO's training programmes, which directly affect VARA maintenance certification or VARA approved procedures, and compliance with the requirements of CASR 145 Maintenance Team development
 - **Maintenance Team development**
 - Establish, implement, and maintain an administrative framework for Engineering's training history, training requirements, and professional development
 - Provide recommendations with regard to career development and techniques
 - Research and evaluate programmes applicable to development needs
 - **Management Team support**
 - Maintain the AMO Risk Register and complete regular review
 - Collate and update Team meeting minutes, distribute of such
 - Complete regular Risk Register updates to SSD and HOM
 - Collate and initiate invoice requests for maintenance support provided to Operators as per SLA
 - Visitor escort and induction
 - Do all duty travel arrangements for maintenance staff
 - Management of facility and assets register (Hangar, Plant and Equipment)
 - Monitor notify and update Team licences/authorisations (airport/security etc.)
 - Procure and authorise invoices for stationary and office supplies
 - ERP roster management
 - **Assist HOM with administrative duties**
 - Assist with monthly reporting preparation
 - Assist with travel arrangements and associated claims
 - Assist will calendar management and act as interphase with other HOD's assistants

Key Requirements

Essential

- Comprehensive understanding of CASA regulations as they pertain to Part 42, Part 145 and Part 147 activities and an ability to design training programs to comply with these regulations.
- Knowledge of an aviation operational environment
- Knowledge of regulations and standards applicable to the continuing airworthiness of aircraft
- Experience with Project Management review and updating
- Familiar with Change Management and Risk analysis
- Advanced computer skills, particularly Microsoft Office
- Ability to ensure that all projects are delivered on-time, within scope and within budget
- Strong interpersonal and communication skills with a demonstrated ability to deal with people and their problems effectively
- Ability to review and recommend improvements to procedures and systems
- Solid organisational skills including attention to detail and multi-tasking skills
- Ability to gain and maintain an ASIC
- Proven experience in facilitating to large groups.

Desirable

- Knowledge of Continual Improvement
- Broad understanding of the CASA airworthiness requirements.
- Sound understanding of OH&S and environmental legislation.
- Knowledge of ATQF, RTOs, ANTA, competency standards and assessment criteria.
- Knowledge of the interaction of industry and personnel development training programs.
- Certificate IV in Aeroskills or recognised equivalent.
- Tertiary qualifications in a relevant field.
- System for Continual Improvement
- Previous aviation operations experience
- Experience working with an AMO Maintenance Information Systems (MIS)
- Demonstrated ability and experience with concise and unambiguous procedural development and technical notation.
- Experience with Learning Management Systems (LMS).
- Experience with designing technical training in accordance with best practice.

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"> • 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
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