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| WAREHOUSE SUPERVISOR | | | |
| Level | 1 | Location | Brisbane |
| Department | Maintenance Support | Division | Virgin Tech |
| Group | Operations | Direct Reports | Warehouse Team Leader; Store Inspector; Storeperson; TGSE Officers, including any contingent workers as required. |
| Reports to | Maintenance Support Manager | Manager once removed (MOR) | Virgin Tech Accountable Manager |
| Created | April 2012 | Updated | January 2019 |

Goals

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| My Role: | The Warehouse Supervisor is responsible for the receipt, storage and distribution of all aeronautical products, materials, tooling and GSE in accordance with company policies and procedures. |
| My Department: | Manage the induction, storage and distribution of aeronautical products, materials GSE and tooling in a manner which safeguards the company's Certificate of Approval and ensures availability at the right time, place and ensures fit for purpose at the time of issue. |

Virgin Australia

1. To be Australia's airline of choice.
2. To be Australia's best customer led organisation
3. To do for corporate travellers what we did for leisure travellers in 2000

Expertise

| | Must have | Great to have |
|----------------|--|--|
| Knowledge | <ul style="list-style-type: none"> • Sound knowledge of warehousing and distribution systems. | <ul style="list-style-type: none"> • Knowledge of CASA, FAA and EASA regulations as they relate to aeronautical products and materials. |
| Qualifications | <ul style="list-style-type: none"> • Ability to obtain an ASIC, Airside Driver's Authority and Dangerous Goods by Air Acceptance Certificate | <ul style="list-style-type: none"> • Certificate IV in Transport & Distribution (Warehousing). |
| Skills | <ul style="list-style-type: none"> • Strong organisational skills • Sound computer literacy skills • Proven interpersonal / communication skills with a demonstrated ability to deal with people effectively. | |

| | Must have | Great to have |
|------------|--|--|
| Experience | <ul style="list-style-type: none"> Demonstrated previous experience supervising warehousing and distribution functions in a geographically dispersed environment. | <ul style="list-style-type: none"> Previous experience supervising an aviation warehousing and distribution team. |

Key Accountabilities

| Accountability | Major activities | Performance Indicators |
|---|---|--|
| 1. People Management | <ul style="list-style-type: none"> Develop personnel Foster positive relationships with all team members and customers Develop succession plan Manage conflict resolution Coordinate regular team meetings and provide management feedback Develop and maintain a fair work environment | <ul style="list-style-type: none"> Staff Engagement |
| 2. Inventory Management | <ul style="list-style-type: none"> Maintain inventory accuracy; Maintain inventory segregation requirements Manage compliance of FIFO, LIFO and life expirations Manage inventory procurement within company budget Review inventory and provide safe storage solutions | <ul style="list-style-type: none"> Refer to Customer KPI's |
| 3. Process development and implementation | <ul style="list-style-type: none"> Identify and develop processes as required to maintain compliance and operator service level agreements Implement process changes Follow up post implementation | <ul style="list-style-type: none"> No repeat audit findings |
| 4. Workplace Health and Safety Compliance | <ul style="list-style-type: none"> Comply with required WHS regulations Maintain a compliant Dangerous Goods Storage Maintain WHS consultative requirements Identify safe working practices Report safety concerns Investigate safety incidents | <ul style="list-style-type: none"> Nil Overdue Findings/Actions Proactive Risk Assessments |
| 5. Training development, and implementation | <ul style="list-style-type: none"> Identify and develop required training to maintain compliance and skillset requirements | <ul style="list-style-type: none"> Staff engagement Audit findings |

| Accountability | Major activities | Performance Indicators |
|---|---|--|
| | <ul style="list-style-type: none"> Maintain, review training packages as required Deliver training to required personnel. | |
| 6. Customer relationship and communications | <ul style="list-style-type: none"> Maintain company and operator service level agreements Communicate with customers Liaise with customers to provide continual improvement opportunities Develop reporting as required | <ul style="list-style-type: none"> Attend and coordinate customer meetings as required |
| 7. Logistics and Warehouse Support | <ul style="list-style-type: none"> Provide logistical specialist support to the company and customers Provide SME support for audits Research solutions to provide continual improvement opportunities Provide leadership support to subordinates Maintain departmental budgetary requirements | <ul style="list-style-type: none"> Department resource budgetary targets |
| 8. TGSE and Tooling Support | <ul style="list-style-type: none"> Monitor Induction and Calibration repositories Provide oversight relating to GSE and Tooling repairs and maintenance | <ul style="list-style-type: none"> Department budgetary targets No repeat audit findings |

Competencies are relevant to every Virgin Australia team member. Please refer to the Virgin Australia Behavioural Guide for further detail specific to your position.

- Continuous Improvement and Strategic Focus
- Critical Thinking and Analysis
- Organisational and Social Commitment
- People and Leadership
- Personal Awareness and Effectiveness
- Service Delivery
- Vivacity

Key Interactions

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| Internal | All engineering and aircraft maintenance functions. |
| External | All service providers. |

Major Challenges

- Maintain a high standard of regulatory and procedural compliance.
- Maintain accurate inventory levels.
- Develop and maintain an efficient and cost effective warehouse and distribution team.
- Provide the best possible customer support.
- Ensure that the best practices in warehousing and distribution management are adopted and maintained within the business.

Our Expectations

You are expected:

1. To be the ultimate Virgin Australia ambassador through living, breathing and promoting the Virgin Australia Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
2. To demonstrate our Leadership Behaviours; Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

Sign Off

I have read and understand the requirements of this position. I agree to consult with my Manager or Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

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| Team member name: [Add name] | Signature: | Date: [Add date] |
| Manager/Leader's Name: [Add name] | Signature: | Date: [Add date] |