

CAMO Quality Engineer

Virgin Australia strategic objectives

Australia's Favourite Airline Group. Leading through loyalty – customers, partners and community

1. Impress our customers
2. Strengthen our relationships
3. Be business smart
4. Put safety first and deliver operational excellence
5. Our people at their best

Level	1D	Location	Brisbane
Department	Technical Operations	Division	Engineering Operations
Group	Virgin Australia	Direct Reports	Nil
Reports to	VA CAMO Quality Leader	Manager once removed (MOR)	Continuing Airworthiness Manager - CAM (CAMO Quality Matters) Manager Technical Operations (Business Matters)
Role Scope	Maintain Quality Management	Created / Updated	Dec 2011 / January 2018

Role Summary

Role purpose

The role of the CAMO Quality Engineer is to be available to perform the following CAMO Quality Management System functions:

- Audit interfaces, including Aircraft Maintenance Organisation (AMO – External) and Continuing Airworthiness Management Organisation (CAMO – Internal) Audits
- Evaluate Maintenance / Error & Escape Events (AMO & CAMO) during audit activity
- Processing Finding, Corrective and Preventative Actions in the Airline's Safety Database (Intelex)
- Conduct Vendor Assessments and Approvals , as may be required
- Any other duties as directed by the CAMO Quality Leader

Accountabilities and Key Metrics

Accountability	Major activities	Key Metrics
1. Financial	<ol style="list-style-type: none"> a) Notify leaders in advance if project is on track to go over budget during project life cycle (if applicable) b) Take appropriate actions to implement cost saving initiatives identified for my area during the review cycle 	<ol style="list-style-type: none"> a) Actively communicate with the Quality Leader if it looks like more resource will be required to meet the Audit Program and/or completion of outstanding audits b) Actively look to reduce m/h levels to conduct audit activity
2. Safety	<ol style="list-style-type: none"> a) Active participation in safety share initiatives in regular team meetings b) Complete mandatory safety training through V-Learn within set time frame & achieve required pass rate c) Adhere to safety reporting process (identify & report hazards, report any injury / accidents) 	<ol style="list-style-type: none"> a) Demonstrate active participation in any safety share initiatives b) Demonstrate adequate completion of V-Learn training by the due dates c) Demonstrate active participation in the raising of safety reports

Accountability	Major activities	Key Metrics
	d) Abide by appropriate safety behaviours expected by the business (safe environment, no injuries due to negligence)	d) Conduct Quality related activities in a safe environment with no injuries due to negligence
3. Operational	<p>Regulatory</p> a) Provide Regulator, IOSA and BARS Audit interface and support during scheduled and unscheduled audits, when required <p>Audits</p> a) Plan and prepare audits in accordance with documented procedures leading to a successful activity completed on time b) Conduct CAMO and AMO audit activities during scheduled and unscheduled audits, without the need for supervision c) Continual improvement of audit checklists and suitable checklists available and maintained d) Entry and Exit meetings completed in accordance with documented procedures e) High quality audits conducted and completed on time in an expeditious manner and with a view to useful learnings on both sides with the Report completed expeditiously and sent to Quality Leader or direct to the auditee f) Meaningful audit reporting to the Virgin Australia Airlines CAMO Management Team g) Audit actions taken must be successful in subsequent audits h) Positive feedback from auditees i) Audit filing requirements completed expeditiously in accordance with documented procedures j) Timely and accurate assessment in respect to audit corrective/preventative actions k) Attend work & meetings on time l) Actively participate in team discussions & contribute ideas for improving effectiveness & efficiency m) Action assigned tasks within agreed timeframes & to standards expected n) Maintain data, system & process integrity & adherence to audit requirements o) Conduct of audits with minimal impact to Engineering departments; <p>Vendor Approvals</p> a) Undertake Vendor and AMO assessment and approval, as required b) Assessment filing requirements completed expeditiously in accordance with documented procedures c) Meaningful assessment reporting to the Virgin Australia Airlines group	<p>Regulatory</p> a) Demonstrate Regulator, IOSA and BARS audit interface and support (when required) <p>Audits</p> a) Thorough audit planning leading to a successful audit program and individual audit activity b) Audits completed on time in conformance to documented procedures c) Suitable checklists available, maintained and adjusted to suit audit scope, on a continual basis d) Documented evidence of the conduct of published Entry/Exit Meetings e) Clear and concise audit reports completed with reference to applicable Standards being used during the assessment. The findings must provide the auditee with confidence that actions need to be implemented mirror the findings f) Was the resultant audit process sound g) Actions found to be successful in subsequent audits h) Positive feedback obtained from the auditee i) Audit filing completed correctly and in a timely manner j) Were Findings/Observations adequately addressed and in a timely manner k) Demonstrated on-time attendance l) Demonstrate active participation and ideas contribution to the Quality process m) Were audits completed to the required standards & timelines n) Maintain data files and process integrity to the expected outcomes (ie, on the G drive) o) Demonstrate the ability to conduct audits with minimal impact to other Engineering departments <p>Vendor Approvals</p> a) Timely and accurate Vendor reviews and approvals b) Comprehensive assessment demonstrated with filing completed correctly and in a timely manner c) Confidence in the assessment activity

Accountability	Major activities	Key Metrics
4. Customer	a) Use knowledge of VA policies, procedures, systems & services to inform & advise others (internal or external to the team) b) Apply knowledge & training to effectively resolve standard internal & external customer concerns or issues without escalation c) Consistently respond to internal or external customer requests within a reasonable timeframe (e.g. within 48 hours)	a) Actively assist others during Quality audit procedural implementation b) Apply past knowledge & training to resolve concerns without the need to escalate to the Quality Leader c) Demonstrate ability to respond to requests within the noted reasonable time frame
5. People	a) Complete individual scorecard by X date b) Participate in & initiate feedback & coaching conversations by completing X formal & informal check-ins with leader within the annual review cycle c) Participate in agreed team work/life balance initiatives d) Participate in agreed team engagement initiatives e) Participate in initiatives set in departmental People & Culture Plan f) Understanding of business strategy relating to diversity (e.g female representation within VA to 51%)	a) Demonstrate completion of this score card by the required timeline b) Demonstrate participation in formal and informal check-ins with the Quality Leader c) Demonstrate participation in agreed team work/life balance initiatives d) Demonstrate participation in team engagement initiatives e) Demonstrate participation in any departmental People/Culture Plans f) Demonstrate an understanding of noted business diversity initiatives

Decision Making Authority

Decisions role expected to make	Recommendations role expected to make
Nil	To assure that the CAMO is provided with the required Quality Management oversight so as to assure that: <ul style="list-style-type: none"> a) The CAMO meets the required regulatory standards, by performing CAMO Audits and adequate Corrective/Preventative Action processes b) The suppliers to the Virgin Australia Airline's CAMO meet the required regulatory standards, by performing AMO Audits, Vendor Approvals (when required) and Corrective/Preventative Action processes

Values and behaviours

We think customer

- Our customers are at the heart of everything we do
- We are passionate about creating an outstanding flying experience
- We deliver consistently high service internally and externally

We do the right thing

- We always put safety first
- We act with integrity and honesty
- We create a sustainable and inclusive environment for our people and the community

We lead the way

- We lead by example
- We have the courage to think differently
- We innovate

We are determined to deliver

- We do what we say we're going to do
- We are responsive
- We are committed to excellence in all we do

Together we make the difference

- We work together to achieve success
- We consider our impact on others
- Our people set us apart

Expertise

	Must have	Great to have
Knowledge/qualifications	<p>Knowledge</p> <ul style="list-style-type: none"> a) A comprehensive knowledge of applicable Australian Civil Aviation Regulations and Standards applicable to continuing airworthiness of aircraft and how they impact Continuing Airworthiness Management Organisations (CAMO) and Approved Maintenance Organisations (AMO) – ie, CASR Part 42 and Part 145 b) A comprehensive knowledge of Virgin Australia's Continuing Airworthiness Management Exposition (CAME), in particular Sections 1 (General) & 3 (Quality Management) and its Bench Level work Instruction or the ability to gain this knowledge in a timely manner c) A comprehensive knowledge of quality auditing processes in relation to aircraft continuing airworthiness management and aircraft maintenance d) A comprehensive knowledge of IOSA Standards and Recommended Practices as applicable to the IOSA aircraft maintenance (MNT) section or the timely ability to gain this knowledge <p>Qualifications</p> <ul style="list-style-type: none"> a) Successfully completed a recognised course in Quality Management and Lead Auditor Training (ie, the type of course required to gain certification as a Lead Auditor and hold the applicable Lead Auditor Certificate) b) Successfully completed the required Auditor training as required by the Virgin Australia Safety Management Manual, or the ability to gain this qualification in a timely manner c) Ability to hold ASIC 	<p>Knowledge</p> <ul style="list-style-type: none"> a) Fluency with CASR Parts 66, 90, 99, and 147; Working knowledge of European Aviation Safety Agency (EASA) Regulations; Working knowledge of Federal Aviation Administration (FAA) Regulations b) A working knowledge of aircraft maintenance programs, EDTO operations, Reliability Programs and AMO aircraft / aeronautical product maintenance processes c) A working knowledge and experience with the Intelx System Database, or equivalent including Tertiary qualifications in Engineering, Human Factors and/or Risk Management or equivalent airline experience d) Demonstrated experience in an IOSA environment along with the ability to be accepted as the CASA Part 42 Substitute CAMO Quality Manager <p>Qualifications</p> <ul style="list-style-type: none"> a) Hold or have held an aircraft maintenance engineer licence for a large Transport Category aircraft (or equivalent) or Type training course credits for the types operated by the airline b) Successfully completed a course in Aviation Quality Management (ie, AS9100) and Lead Auditor Training (ie, the type of course required to gain certification as a Lead Auditor and hold the applicable Lead Auditor Certificate); Tertiary qualifications in Engineering, Human Factors and/or Risk Management or equivalent aviation experience; MSG3 Manufacturers Training c) Previous ASIC issuance

	Must have	Great to have
Skills	<ul style="list-style-type: none"> a) Excellent, proven and demonstrable high level of Interpersonal skills (including communication) at all levels of the organisation (both internal and external) with the ability to positively influence/educate others during the audit process and communicate effectively at all levels of management b) Skilled in the ability to exercise sound engineering judgement, critically review outcomes, write comprehensive audit reports and the production of such reports in a timely manner c) Demonstrated audit skill set in an aircraft maintenance compliance and/or engineering technical support environment d) Excellent report writing skills with attention to detail e) Demonstrated ability to work in a Team environment with the ability to deal effectively with conflict situations f) Skilled in the use of Intelex, or the ability to gain this Skill in a timely manner g) Skilled in the navigation of the CASA Regulations, with the ability to find supportive rules, guidance material associated with Engineering h) Skilled in the use of the MS Office suite (ie, Outlook, Word, Excel) 	<ul style="list-style-type: none"> a) Demonstrated audit skill set in an aircraft maintenance compliance environment to the IOSA standard with demonstrated ability to generate concise audit reports b) Skilled in the use of the Intelex System Database Audit Modules to an advanced Level c) Intermediate to Advanced skills in MS Office applications
Experience	<ul style="list-style-type: none"> a) At least 2 years' experience in Quality Management, in the past 5 years b) Proven track record in Airworthiness and Engineering Operations auditing in the RPT aviation environment to determine the root cause(s) of the deficiencies discovered c) Broad aviation experience in airline policies and procedures with experience in a Continuing Airworthiness Management environment 	<ul style="list-style-type: none"> a) Auditing experience to an advanced level b) Previous experience in aircraft maintenance activities, with a background as a certifying LAME or experience in a CASA regulatory environment c) Practical experience and expertise in the applications of aviation safety standards and safe operating practices

Key interactions

Internal	<ul style="list-style-type: none"> ○ Managers, Leaders and Team Members across the Engineering Department ○ Virgin Australia: <ul style="list-style-type: none"> ○ Flight Operations ○ Ground Operations ○ Cabin Crew ○ Aircraft Maintenance ○ Safety Systems
External	<ul style="list-style-type: none"> ○ Regulators, IOSA, BARS, Suppliers (Vendor, AMO, Service Provider, etc)

Sign off

I have read and understand the requirements of this position. I agree to consult with my 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.

Team member name: "[Add name]"	Signature:	Date: [Add date]
Leader's Name: Phil Sarkies	Signature:	Date: [Add date]