



Position Snapshot

Position Title:	Reliability Engineer
Business / Division / Department:	VA / Engineering Operations / Fleet Engineering
Location:	Brisbane Engineering Hangar
Reports to:	Reliability & AHM Team Leader
Direct Reports:	0
Classification:	1D
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 **Reliability Engineer** role is to monitor and analyse of the effectiveness of the Maintenance Program to ensure the continued safe, reliable and cost-effective operation of the fleets using all appropriate data sources.

The Reliability Engineer is also responsible for the development of analysis methods for determining reliability of components, equipment and processes, analyse data, prepare KPI presentations and reports for defining reliability issues and make recommendations for improvements to Technical Dispatch Reliability and On Time Performance.

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, Tigerair Australia, 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 10,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, North America, and Hong Kong. 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
Fleet Programs	<ul style="list-style-type: none">Monitoring and analysis of aircraft Technical Dispatch Reliability and associated fleet on time performance.Initiate Predictive and preventive maintenance recommendations to improve Fleet performanceMonitor Daily Operations Report for Head start delays and AOGsProvide Technical analysis reporting to optimize System ReliabilityCoordinate OEM/Vendor meetings on poor performing systems and components
Reliability Programs Analysis	<ul style="list-style-type: none">Identification of rogue components and co-ordination of appropriate corrective actionReview of maintenance task interval ICA escalations (MRBR/MPD)Evaluation of maintenance task interval effectiveness and recommend escalation/de-escalationContinual monitoring of Reliability Issues and implemented maintenance tasks for effectiveness
Reliability Reporting	<ul style="list-style-type: none">Create Monthly Reliability Reports to meet Regulatory requirementsCoordination of the Monthly Reliability Review Committee Meetings including timing, agenda items, production and minuting actionsDeliver Reliability Monthly KPI report at RRC Presentations

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<p>(a) hold, or have held, an aircraft engineer license in category B1, B2 or C; or</p> <p>(b) hold, or have held, a license that is equivalent to a license in category B1, B2 or C; or</p> <p>(c) have a qualification in aircraft maintenance at least at Certificate IV level; or</p> <p>(d) have a qualification in aviation maintenance management at least at diploma level; or</p> <p>(e) have an engineering qualification at least at diploma level in any of the following disciplines:</p> <ul style="list-style-type: none"> (i) aeronautical; (ii) avionics; (iii) mechanical; (iv) electrical; (v) electronics 	<p>Type training course/s of the aircraft types operated by the airline</p>
Experience	<p>3 years relevant work experience in an Airline Technical Services / Reliability Engineer role for aircraft that are the same, or of a similar type, as the aircraft operated by the airline</p>	<p>Project Management</p>
Skills	<p>Advanced Computer and Data Analysis Skills</p>	<p>TRAX Operating Systems Reliability Software Tools</p>
Knowledge	<p>Comprehensive knowledge of:</p> <ul style="list-style-type: none"> (a) the regulations and standards applicable to aircraft maintenance programs and reliability programs. (b) regular maintenance requirements included in the instruction for continuing airworthiness for the aircraft. (c) the specifications and standards that have been used by the type certificate holder to develop regular maintenance requirements for the aircraft (d) the aircraft's certification basis (e) the aircraft's structure and systems, including the propulsion system, for the aircraft/engine type operated by the airline 	<p>MSG-3 Analysis & Methodology Aircraft Health Monitoring Programs</p>

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"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures
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.