



Position Snapshot

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| Position Title: | Maintenance Planning Leader |
| Division / Department: | Engineering & Aircraft Servicing / Technical Operations |
| Location: | BNE Hangar |
| Reports to: | Manager Technical Operations |
| Direct Reports: | 10 |
| Level: | 2B |
| Award: | |
| Classification: | N/A / N/A |
| Date: | 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 Maintenance Planning Leader role is to ensure Virgin Australia's regulatory compliance of scheduled and unscheduled maintenance is maintained. The Maintenance Planning Leader is responsible for the effective implementation of the airline's Approved Maintenance Program and management of open defects in a timely and cost-effective manner.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

The Planning team is responsible for implementing the airline's Approved Maintenance Program and acquitting all open defects in a timely and cost-effective manner, devoid of maintenance overruns and undue restrictions to the operation

Key Accountabilities

| Accountability | Major Activities |
|--|--|
| Safety, Security & Business Resilience | <ul style="list-style-type: none"> • Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) • Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required • Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group • Lead and participate in Safety Shares in all meetings • Champion Better Me throughout the Group • Lead consultation of WHS matters as related to your working environment • Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength. |
| Operational | <ul style="list-style-type: none"> - Analyse long-term strategic forecasting and planning of maintenance activities to maximise the availability of aircraft and minimise maintenance costs; - Analyse MRO capability and capacity requirements to ensure forecast maintenance requirements meet the business needs; - Examination of current and future aircraft fleet size, usage, variability and prediction of ongoing maintenance requirements due to age, downtime, man-hours, tooling and spares; - Develop maintenance plans for all aircraft in accordance with the Approved Maintenance Program; - Analyse maintenance scheduling activity, defining the work scope for each visit and how this should be communicated to the maintenance provider that will perform the work; - Ensure AMO contractual agreements are adhered to. |
| Safety | <ul style="list-style-type: none"> - Accountable for ensuring that routine and non-routine maintenance requirements are scheduled for completion prior to the due date defined in the Approved Maintenance Program; - Ensure teams compliance with Virgin Australia's Continuing Airworthiness Management Exposition, Engineering Business Procedures and applicable Work Instructions; - Responsible to ensure reports are raised for all significant events that may have safety, quality or compliance implication; - Quality oversight through routine and ad-hoc audits. |
| Continuous Improvement | <ul style="list-style-type: none"> - Responsible for monitoring the performance and effectiveness of the planning process; - Model desired leadership behaviors and mentor team members to their full potential; - Performance indicators are monitored and feedback against policy and procedures is provided to management; - Ensure staff training is accomplished in accordance with induction training schedules and team/individual training plans; - Identify and implement system and process improvement |

| Accountability | Major Activities |
|----------------|---|
| | opportunities for safety, compliance, cost and performance that fit within the context of the departments strategy. |
| Leadership | <ul style="list-style-type: none"> - Maintain effective communication with all team members; - Effective deployment of staff including roster management and supporting of the team when required; - Performance management of staff according to Position Descriptions, performance agreements and departmental performance indicators; - Recruitment and selection of staff in conjunction with management. |

Key Requirements

| Requirement | Essential | Desirable |
|-----------------------------------|---|---|
| Education / Qualifications | <ul style="list-style-type: none"> - Have a qualification in aircraft maintenance at least at certificate IV level; or have an aviation management qualification at least at diploma level; or have an engineering qualification at least at diploma level in any of the following disciplines: (i) aeronautical, (ii) avionics, (iii) mechanical, (iv) electrical, or equivalent. | <ul style="list-style-type: none"> - Formal safety management systems training; - Formal project management qualifications; - Hold, or have held, an aircraft engineer license in category B1 and/or B2 or equivalent, with type ratings on current Virgin Australia aircraft types or aircraft of similar complexity. |
| Experience | <ul style="list-style-type: none"> - Minimum 10 years' experience in engineering/aircraft maintenance for an airline that operates aircraft that are the same, or of a similar complexity as the aircraft operated by Virgin Australia; - Minimum 3 years' experience in a maintenance planning role; - Extensive experience with a demonstrated understanding of the maintenance assessment process (MSG-3) and Approved Maintenance Programs for Virgin Australia aircraft types, or aircraft types of similar complexity; - Intermediate ability with Microsoft Office applications including Outlook, Teams, Excel, Word and PowerPoint; - Experience with Engineering Management Systems. | <ul style="list-style-type: none"> - Experience with TRAX and Oracle systems; - Advanced ability with Microsoft Office applications including Outlook, Teams, Excel, Word and PowerPoint; - Management or Supervisory experience in a similar field; - Previous experience working in an airline's Integrated Operation Centre; - Previous experience working in both line and heavy maintenance environments. |

| Requirement | Essential | Desirable |
|------------------|---|--|
| Skills | <ul style="list-style-type: none"> - Excellent verbal and written skills; - Proven ability to lead and influence team members to desired outcomes; - Proven ability to prioritize work requirements in an operationally fluid environment; - Excellent interpersonal skills. | <ul style="list-style-type: none"> - Proven ability to manage conflicts. |
| Knowledge | <ul style="list-style-type: none"> - Comprehensive knowledge of the CASR Part 42 Continuing Airworthiness Regulations; - Knowledge of Safety Management Systems; - A detailed understanding of maintenance planning concepts; - Working knowledge of an aircraft structure and systems, including the propulsion system for aircraft/engine types operated by the airline, or of similar aircraft type and complexity; - Working knowledge of OEM maintenance manuals and documentation. | <ul style="list-style-type: none"> - Comprehensive knowledge of Virgin Australia's Continuing Airworthiness Management Exposition, Engineering Business Procedures and associated Work Instructions; - Understanding of Virgin Australia's Approved Maintenance Program. |

Virgin Australia Leadership Standards

| Standard | Level 2 Behavioural Descriptors |
|----------------------------|--|
| Passionately VA | <ul style="list-style-type: none"> • Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures |
| Desire to be Better | <ul style="list-style-type: none"> • Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority |
| Collaborates | <ul style="list-style-type: none"> • Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA |
| Inspires Team | <ul style="list-style-type: none"> • Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes |
| Creates Future | <ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe |
| Drives Results | <ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety. |