



## Position Snapshot

<b>Position Title:</b>	Maintenance Watch Engineer
<b>Business / Division / Department:</b>	VARA / CAMO
<b>Location:</b>	Welshpool, Perth
<b>Reports to:</b>	Operational Airworthiness Manager
<b>Direct Reports:</b>	NA
<b>Classification:</b>	1
<b>Date:</b>	Jan 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 Maintenance Watch Engineer / Planner role is to provide effective day to day management of engineering operational issues that relate to aircraft dispatch and coordinating the rectification of deferred defects, as well as to maintain continued compliance to the maintenance program for all aircraft under the continuing airworthiness management of the VARA Continuing Airworthiness Management Organisation (CAMO).

## 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
<b>Safety Compliance</b>	<ul style="list-style-type: none"><li>• Ensuring the promotion of a just safety culture within the organisation and demonstrate safety as the overriding focus at all times.</li><li>• Comply with all company policies and Occupation Health and Safety procedures.</li><li>• Compliance with applicable ESPs</li><li>• Ensure all safety, quality escape and compliance issues are reported through appropriate channels (e.g. AIRS reports)</li></ul>
<b>Maintenance &amp; Planning Support</b>	<ul style="list-style-type: none"><li>• Manage AOG events IAW published ESP</li><li>• Provide troubleshooting advice and support to Line Maintenance and provide technical advice to flight crew.</li><li>• Ensure all maintenance activities are carried out as planned</li><li>• Issue maintenance plan to maintenance providers within specified timeframes and discuss requirements and limitations.</li><li>• Issue maintenance work packages to maintenance providers within specified timeframes.</li><li>• Maintain an awareness and manage impacts to scheduled maintenance events such as; increased utilisation, resources, fleet defects</li></ul>

## Key Accountabilities

Accountability	Major Activities
	<ul style="list-style-type: none"> <li>• Monitor scheduled maintenance deferrals and process in accordance with permissible tolerances.</li> <li>• Review completed maintenance work packages for accuracy and completeness.</li> <li>• Maximise maintenance task yield and reduce maintenance costs</li> <li>• Support Heavy Maintenance Planning processes</li> <li>• Update of Engineering systems</li> <li>• Track and follow up of recurrent defects and ensure timely rectification</li> <li>• Maintain oversight of short-term defects and defects with operational restrictions providing technical advice and support to action these defects where possible</li> </ul>
Regulatory	<ul style="list-style-type: none"> <li>• Apply for Instructions for Continued Airworthiness (ICA) in accordance with published ESP</li> <li>• Apply to CASA or delegate for PUs or Special Flight Permits as delegated by the Operations Airworthiness Manager</li> </ul>
Maintenance & Planning	<ul style="list-style-type: none"> <li>• Within 0-14 Day Maintenance slots, adjust scheduled Maintenance events to optimise aircraft availability</li> <li>• Plan/schedule "Open Defects" within available maintenance slots</li> <li>• Co-ordination of work pack generation for "Open Defects" and Maintenance Planning Team</li> <li>• Advise Operations of defects and maintenance requirements that place restrictions on a/c.</li> <li>• Advise Line Maintenance of any maintenance requirements for an arriving a/c.</li> <li>• Keep the CAM and other VARA departments informed of a/c status and significant events</li> <li>• Update all parties on progress of checks</li> <li>• Ensure continued visibility of required maintenance for all assigned aircraft.</li> <li>• Encourage positive customer relationships</li> <li>• Foster and facilitate the practice of good customer service in dealings with all internal and external customers</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Provide input and undertake projects to review and improve department processes and procedures</li> <li>• Take responsibility for controlled documents and ESP amendments where required.</li> <li>• Develop and continually improve interaction with other groups within VARA</li> <li>• Work cooperatively to support team objectives</li> <li>• Actively highlight and escalate potential airworthiness issues to team leader</li> <li>• Contribute ideas and provide feedback</li> </ul>

## Key Accountabilities

Accountability	Major Activities
<b>Forward Planning</b>	<ul style="list-style-type: none"> <li>Investigate and scrutinise aircraft defects and Open Defects for timely rectification through planning/scheduling of work packs to optimise maintenance events.</li> <li>Identify CAMO supplied spares for fleet defects inclusive of tooling and external services and coordinate with respective department/s to ensure availability.</li> <li>Review/adjust the forward operational schedule and assign operational and maintenance events to maximise operational flexibility whilst ensuring maintenance is planned within compliance timeframes.</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>Hold, or have held one or more of the following:               <ol style="list-style-type: none"> <li>an aircraft engineer license in category B1, B2 or C; or</li> <li>a license that is equivalent to a license in category B1, B2 or C;</li> <li>have a qualification in aircraft maintenance at least at Certificate IV level;</li> <li>have a qualification in aviation maintenance management at least at diploma level;</li> <li>have an engineering qualification at least at diploma level in any of the following disciplines:                   <ol style="list-style-type: none"> <li>aeronautical;</li> <li>avionics;</li> <li>mechanical;</li> <li>electrical;</li> <li>electronics.</li> </ol> </li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>CASA type ratings and/ or credits on current VARA aircraft types (F100 &amp; A320)</li> <li>Academic qualifications in an engineering, project management or business discipline</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum 2 years' experience in aircraft maintenance in an operational and/ or Maintenance Watch role</li> <li>Previous experience in an aviation maintenance planning and aviation projects role</li> </ul>	<ul style="list-style-type: none"> <li>Experience with Daniels/TRAX and or Movement Manager</li> <li>Experience in Maintenance Control and/ or Tech Services activities</li> <li>Previous management and/ or supervisory experience</li> <li>Experience in Line and Heavy Maintenance Planning</li> </ul>

## Key Requirements

Requirement	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Proficiency in the use of Microsoft Office applications including Excel, Word, PowerPoint and Outlook</li> <li>• Advanced Computer and Data Analysis Skills</li> <li>• Effective organisational skills</li> <li>• Ability to work in a high volume/fast-paced environment</li> <li>• Ability to carry out quick assessments of reported defects and provide constructive solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Six Sigma or project management training</li> <li>• Conflict resolution / communication training</li> <li>• Formal computer training</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of:               <ol style="list-style-type: none"> <li>a. CASR Part 42 continuing Airworthiness regulations and standards including Rectification of defect in aircraft before flight (CASR 42.115) and Operation of aircraft without rectification of defect (CASR 42.030 and 42.115)</li> <li>b. VARA Part 42 Exposition and applicable ESPs</li> </ol> </li> <li>• General knowledge of the role and functions of the Operational Control Centre (OCC) departments and sections</li> <li>• Proven knowledge of Maintenance Programs, Maintenance Systems, Planning processes and Planning concepts</li> <li>• Scrutiny of aircraft maintenance documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Safety management systems</li> <li>• Predictive Maintenance Analysis skills and systems knowledge.</li> </ul>

# Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
<b>Passionately VA</b>	<ul style="list-style-type: none"> <li>• Displays a passion for delighting both internal and external customers</li> <li>• Seeks to understand customer needs by actively listening to their thoughts and concerns</li> <li>• Embraces diversity and is responsive to different experiences, perspectives, values and beliefs</li> <li>• Is curious and continuously looks for ways to learn and improve</li> <li>• Knows, understands and follows standard operating procedures</li> <li>• Is authentic and honest, can admit to making mistakes</li> </ul>
<b>Desire to be Better</b>	<ul style="list-style-type: none"> <li>• Strives to improve experiences for internal and external customers</li> <li>• Has a curious mind towards identifying opportunities and finding ways to be better</li> <li>• Demonstrates a high level of personal motivation to learn and develop</li> <li>• Resourceful and creative with coming up with solutions</li> <li>• Identifies and contributes ideas for improvement</li> <li>• Identifies, addresses and reports safety hazards</li> </ul>
<b>Collaborates</b>	<ul style="list-style-type: none"> <li>• Displays passion for sharing knowledge and ideas</li> <li>• Voices opinions and new ideas freely</li> <li>• Respects differences and seeks to understand diverse perspectives</li> <li>• Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</li> <li>• Is curious and open-minded to new ideas, perspectives and approaches</li> <li>• Clarifies own understanding and embraces alternate view</li> <li>• Challenges behaviours that compromise safety</li> </ul>
<b>Inspires Team</b>	<ul style="list-style-type: none"> <li>• Participates in 2-way conversations, listening and discussing issues thoughtfully and openly</li> <li>• Understands and value the skills, knowledge and experiences that others bring</li> <li>• Engages with others, clearly conveying information and facts</li> <li>• Actively seeks to provide suggestions on how to be a better team</li> <li>• Informs team about work and progress</li> <li>• Understands personal obligations with respect to following standard operating procedures</li> </ul>
<b>Creates Future</b>	<ul style="list-style-type: none"> <li>• Welcomes change and remains positive in the face of ambiguity</li> <li>• Seeks information to understand change and impacts</li> <li>• Demonstrates a change mindset, flexibility and openness</li> <li>• Understands the need for VA Group to be innovative and drive business improvement</li> <li>• Seeks to understand Virgin Australia's strategy and how they can contribute</li> <li>• Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>• Plans work to deliver within expected timeframes</li> <li>• Shows energy, enthusiasm and initiative for achieving own goals</li> <li>• Follows through on commitments to both internal and external customers</li> <li>• Seeks guidance and support to address obstacles and achieve set goals</li> <li>• Integrates feedback and takes responsibility for achieving own goals</li> <li>• Delivers outcomes within standards operating procedures.</li> </ul>