

Supply Operations – Coordinator

Level	1C	Locations	BRISBANE HANGAR & VIRGIN VILLAGE OPERATIONS CONTROL CENTRE (OCC)
Department	Engineering	Division	Supply and Logistics
Group	Supply Operations	Direct Reports	Nil
Reports to	Supply Operations Team Leader	Manager once removed (MOR)	Supply Components Team Leader
Created	18 April 2016	Updated	05 June 2017

Goals

My Role:	The Supply Operations (Ops) Coordinator's primary responsibilities are to fulfil all time critical material requests as well as defect & project related demands that have operational impacts. You will do this by making timely material transfer or procure decisions, compliantly, safely and cost effectively. You will also monitor the 1/3/6 maintenance plan to avoid unnecessary deferrals while ensuring accurate and timely feedback is given to the business for operational planning purposes and note there may be other duties required from time to time. You will perform these duties on a shift roster covering 24/7.
My Department:	The Supply Ops team is a customer focussed 24/7 Service Provider who are responsible for fulfilling material requests raised manually by Customers, many of which are time critical. The Engineering Supply Chain Team is responsible for inventory planning, fulfilling material demands, purchasing / repair cycle / warranty activities, contract negotiation / management, vendor / relationship management and warehousing / material handling activities.

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"> • Awareness of the hand over points within each stage of the material fulfilment process. • Be familiar with all VA contracts. • Airline Operations • An understanding of contemporary Inventory Management Principles 	<ul style="list-style-type: none"> • Nil
Qualifications	<ul style="list-style-type: none"> • Nil 	<ul style="list-style-type: none"> • Formal qualifications in supply chain management
Skills	<ul style="list-style-type: none"> • Critical thinking and analysis • Excellent verbal and written communication 	<ul style="list-style-type: none"> • Advanced MS excel and word

	Must have	Great to have
	<ul style="list-style-type: none"> Intermediate excel and word 	
Experience	<ul style="list-style-type: none"> Experience with at least 3 Supply Chain disciplines. E.g. Procurement, repair cycle management, warranty management, inventory planning, freight forwarding / coordination, goods receipt, material handling, contract administration, sales order processing TRAX and other ERP systems Aircraft manufacturers IPCs Vendor portals Customer Liaison Ability to work under pressure 	<ul style="list-style-type: none"> Root cause analysis Pooling contracts Aviation supply chain experience 3PL Vendor Management Contract Administration Dangerous Goods Importing and exporting requirements

Key Team Accountabilities

Accountability	Major activities	Performance Indicators
1. Demand fulfilment	<ul style="list-style-type: none"> Managing requisitions including time critical demands Editing and cancelling requisitions 	<ul style="list-style-type: none"> Number of OTP avoidable delays attributable to spares Number of maintenance deferrals attributable to spares Customer feedback Management feedback
2. OTP Meeting attendance	<ul style="list-style-type: none"> Provide updates on current open time critical demands 	
3. FSR and DSR status reporting	<ul style="list-style-type: none"> Updating DSR material requirements with latest information 	
4. Order Creation & Maintenance	<ul style="list-style-type: none"> TRAX order creation (e.g. Transfer, Purchase, Exchange, Loan and Repair Orders) Vendor system order creation (e.g. Matrix, MyBoeingFleet) Order maintenance (e.g. Pricing, EDDs, alternative part numbers) 	
5. Part Number Master Creation	<ul style="list-style-type: none"> Partial establishment of time critical part number records within TRAX 	
6. Sales Enquiries & Processing	<ul style="list-style-type: none"> Coordination of material collection by approved Customers with VAA Warehouse & Logistics Providers Quoting price and availability of VAA owned material to approved third parties (Customers) Creation of TRAX Sales or Rental Orders 	
7. Customer Liaison	<ul style="list-style-type: none"> Provide Supply Chain solutions, contingency 	

Accountability	Major activities	Performance Indicators
	plans and commercial outcomes for time critical demands <ul style="list-style-type: none"> • Material availability updates • Trouble shooting work arising material issues • Follow up of administrative gaps (e.g. price adjustment processing in TRAX of time critical orders for Accounts Payable) 	
8. Vendor Liaison	<ul style="list-style-type: none"> • Material sourcing • Order acknowledgement coordination • Order expediting to deliverance • Supply of customs clearance values (as required) • Vendor exchange contract execution coordination 	

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

Internal	VAA & VANZ MCC Team, VAA Line Operations Planning Team, VAA Engineering Supply Team, VAA Fleet Engineering Teams, Heavy Maintenance or End of Lease Tech or Supply Representatives
External	Vendors (including Warehouse, Freight and Logistics Providers)

Major Challenges

Maximising OTP by providing Supply Chain solutions for time critical demands expeditiously and cost effectively.

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.

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