

Technical Library Coordinator			
Level		Location	Virgin Australia Regional Airlines
Department	CAMO	Division	Engineering Business Support
Group	VARA	Direct Reports	Nil
Reports to	Leader, Technical Records and Library	Manager once removed (MOR)	Engineering Business Support Manager
Created	28 June 2013	Updated	28 January 2016

## Goals

My Role:	The Technical Library Officer is responsible for maintaining the timely updating and integrity of all external vendor technical data (Instructions for Continual Airworthiness - ICA), which includes maintenance of registers to manage the accurate recording, distribution and tracking of documents. Technical Library Officer shall maintain the amendment management for VARA internal Part 42 manual suite in accordance with ESP's to meet the safety, airworthiness and compliance requirements.
My Department:	The Technical Library is accountable for procuring and executing external vendor / manufacture maintenance technical data (Instructions for Continual Airworthiness - ICA) applicable to each aircraft serial number and relevant parts. A continuous liaison with manufactures for operator customisation of the data is a high focus to maintains its effectivity and the airworthiness of each aircraft's modification to support the VARA AOC, contracted Part 145 AMO's and external Component Repair Organisations.

## 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/Qualifications	<ul style="list-style-type: none"> <li>• A demonstrated understanding of various Technical Library standards</li> <li>• Advance knowledge of MS Office software</li> <li>• Intermediate knowledge of Adobe Professional</li> <li>• Intermediate knowledge of computer troubleshooting / server / intranet</li> <li>• Awareness of safety risks in your work environment</li> </ul>	<ul style="list-style-type: none"> <li>• Aviation</li> <li>• Web / Intranet Publishing</li> <li>• Manual Drivers Licence for Airside driving</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Highly developed organisation, proactive, time management and prioritising skills</li> <li>• Strong written and communication skills</li> <li>• Self-driven and motivate</li> <li>• Strong team working skills</li> <li>• Ability to work independently</li> <li>• Customer service orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Analytical thinker</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Strong experience in an Administration Office environment</li> <li>• Experience in customer service</li> <li>• Experience working within a flexible team environment</li> <li>• Ability to follow Standard Operating Procedures</li> <li>• Ability to prioritise assigned tasks to meet deadlines</li> <li>• A desire to learn and master new skills and tools in a technical environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work continuously within the industry environment elements ie noise, smells, weather</li> </ul>

## Key Accountabilities

Accountability	1. Major Activities	2. Performance Indicators
Communication	<ul style="list-style-type: none"> <li>• Induction in Vendor Technical Library access, navigation and search tools for user management</li> <li>• Develop relationships with key stakeholders for confidence towards airworthiness, maintenance and safety</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance personnel can navigate and access technical data to carry out maintenance without delay</li> <li>• Internal and External personnel are openly active in liaison with department</li> <li>• CASA confidence in department</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Regularly review training /Exposition Supplementary Procedures (ESP) and advise line Manager for improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Service Delivery standards are maintained</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Maintain amendment process for manuals on board aircraft and Vendor/Maintainers technical library</li> <li>• Be available for routine and urgent on-site support to maintenance personnel or aircraft requirements</li> <li>• Maintain technical support to operations and maintenance (internal and external parties) as applicable</li> <li>• Report monthly Manual/ESP and Form changes</li> </ul>	<ul style="list-style-type: none"> <li>• Audit outcomes</li> <li>• Effective communication with line Manager</li> <li>• Manuals on board aircraft is updated</li> <li>• Maintainers and Vendors access to Technical Manual suit.</li> <li>• Share Point is continual accessed to standard requirements for current vendor technical data for reference</li> </ul>
Technical Library – Vendor	<ul style="list-style-type: none"> <li>• Action incoming technical data amendments (Log, Print, Incorporate, Publish, Distribute) as part of the Technical Library System including where applicable aircraft backup swap system manuals</li> <li>• Maintain Share Point accounts for stakeholders with applicable vendor technical data</li> <li>• Collate and deliver monthly reports on outstanding items from applicable Technical Library System Registers</li> <li>• Ensure compliance to CASA regulatory requirements and VARA ESP's</li> </ul>	<ul style="list-style-type: none"> <li>• Audit outcomes</li> <li>• Vendor Data is published / delivered on time</li> </ul>

Technical Library – VARA	<ul style="list-style-type: none"> <li>Action amendment cycle from start to finish for Part 42 manuals. Eg. Draft, Approval, Print, Publish, Incorporate, Distribute, Archive</li> <li>Action controlled Share Point accounts for stakeholders with applicable VARA documents</li> <li>Collate and deliver monthly reports on outstanding items from applicable Technical Library System Registers</li> <li>Ensure compliance to CASA regulatory requirements and VARA ESP's</li> </ul>	<ul style="list-style-type: none"> <li>Audit outcomes</li> </ul>
Administration Support	<ul style="list-style-type: none"> <li>Maintain appropriate levels of consumables/stock to support department</li> <li>Awareness and upkeep on departments equipment</li> <li>Answer Telephone and Email enquiries within delegated authority</li> <li>Keep all shared work areas clean and organised.</li> </ul>	<ul style="list-style-type: none"> <li>General day to day activities are maintained through pro-activeness</li> </ul>
Team Work and People	<ul style="list-style-type: none"> <li>Provide regular feedback to your line manager for coaching and areas for improvement</li> <li>Plan and monitor task assignments to ensure agreed expectations with stakeholders are met</li> <li>Monitor and recognise potential safety risks</li> </ul>	<ul style="list-style-type: none"> <li>Regular 1:1 with team members</li> </ul>
Quality Control	<ul style="list-style-type: none"> <li>Monitor the quality of amendment control and suggest solutions to address errors</li> <li>Perform spot checks on department accountabilities and rectify when standards are not met</li> </ul>	
Additional Responsibilities	<ul style="list-style-type: none"> <li>Other related duties as required by line manager</li> </ul>	

**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	<ul style="list-style-type: none"><li>• Managers, Leaders and Team Members across Virgin Australia Regional Airlines</li></ul>
External	<ul style="list-style-type: none"><li>• Part 145 AMO's</li><li>• Third Party Component Repair Organisations</li><li>• OEM's</li></ul>

**Major Challenges**

Industry knowledge and Fleet awareness
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## 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]