



7 September 2015

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Australian Licenced Aircraft Engineers Association  
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Linda White  
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Glenn Thompson  
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Dear Steve, Linda and Glenn

**TSS Benchmark book**

We **enclose** for your reference the Qantas TSS Benchmark book (**Benchmark book**). The Benchmark book is intended to be a reference tool which is to be used for the application of the Hay Band Methodology.

The Benchmark Book does not form part of the *Qantas Airways Limited (Technical Salaried Staff) Enterprise Agreement 10*.

Qantas will manage TSS positions as follows:

- **Review of existing Benchmark book positions** – if an employee seeks a review of the size of their position, a PD will be created by HR that will be submitted to the Qantas Remuneration & Benefits team. This PD will be assessed against the Benchmark book position to ascertain whether there should be an increased Hay band applied.
- **Changes to existing positions** – if an existing position is changed, an updated PD will be created by HR which will be submitted to the Qantas Remuneration & Benefits team who will assess the position in line with Hays methodology principles. If it is deemed that the



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position size has changed, the original Benchmark book position number will be retired and the new sized position will be provided with a new sequential position number.

- **New positions** – if Qantas creates a position that is not currently included in the Benchmark book, HR will prepare a PD of the new position which will be provided to the Qantas Remuneration & Benefits team who will assess the position in line with Hays principles. This position will then be provided with a sequential position number.

Yours sincerely,

Sue Bussell

**EXECUTIVE MANAGER, INDUSTRIAL RELATIONS**



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Position number	Department	PD reference	Position	Hay Band	Notes
1	LMO	RRPR-9EC4ZY	NDT Supervisor	17	This position is included in this Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix F of the TSS EA and will not be subject to the Hays methodology.
2	Supply Chain	YYHO-9E47Z9	Controller Receipts Compliance	17	
3	Maintenance Control – MOC 737 training	RREL-9EJVZ3	Controller Check Packages and Plans	17	
4	Line Maintenance – Production Support	SSST-9DP5NP	Coordinator Customer Contracts	17	
5	Flight Training	IIFI-8QG7KP	Controller, Simulator Quality Assurance	16	
6	Flight Training	IIFI-8YR9UY	Controller, Maintenance	16	



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7	Flight Training	IIFI-8Q85RE	Senior Instructor, Ground Operations	16	This position is included in this Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix G of the TSS EA and will not be subject to the Hays methodology.
8	QAS GSE	RREL-9XB2HS	GSE Supervisor Sydney	16	
9	Supply Chain – CMS		Maintenance Supervisor		This position no longer exists. As such, no PD has been created for this position.
10	Line Maintenance – Production support	SSST-9DTTRM	Facilities & Tooling Supervisor	16	
11	Heavy Maintenance – A/C Planning & Network		Principal Technical Specialist		This position no longer exists. As such, no PD has been created for this position.



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12	Facilities, Flight training	IIFI – 8Q87KA	Senior Technical Officer	16	
13	Technical training	SSST-9QL2K7	Senior Instructor	16	This position is included in this Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix E of the TSS EA and will not be subject to the Hays methodology.
14	Apprentice training	NELE-9H58UW	Senior Coordinator Apprentice Training	16	
15	Aircraft Airworthiness	DDFL-9DS3G5	Principal Technical Officer, Policy & Procedures	16	
16	Aircraft Airworthiness – Assurance Engineering		Assurance Engineer		This position no longer exists. As such, no PD has been created for this position.
17	LMO – NDT	SSST-9E4SR2	NDT Inspector – Level 3	15	This position is included in this



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					Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix F of the TSS EA and will not be subject to the Hays methodology.
18	Heavy Maintenance – Tool Cribs		Tooling coordinator		This position no longer exists. As such, no PD has been created for this position.
19	Line Maintenance – Production Support	SSST-9E54MM	Coordinator Customer Service Delivery	15	
20	QDS Richmond		Senior Technical Officer		This position no longer exists. As such, no PD has been created for this position.
21	Aircraft airworthiness – Aircraft Commercial Projects	RREL-9U83HR	Principal Technical Officer	15	



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22	Aircraft Airworthiness – Aircraft Commercial Projects	RREL-9U7VEN	Senior Technical Officer	14	
23	Aircraft Airworthiness – Engine Fleet Management	AARA-96EVZP	Senior Technical Officer, APUs	15	
24	Supply chain	QQHO-9E48XU	Senior Technical Officer, Receipts Compliance	15	
25	Safety	DDSM-9NR8YC	Senior Quality Engineer	15	
26	Flight Training	IIFI-8QG78H	Senior Instructor, Aviation Safety Training	15	<p>This position is included in this Benchmark Book for completeness.</p> <p>Employees that hold this position will progress in accordance with Appendix G of the TSS EA and will not be subject to the Hays</p>



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					methodology.
27	Flight Training	IIFI-8Q868F	Instructor, Ground Operations	15	<p>This position is included in this Benchmark Book for completeness.</p> <p>Employees that hold this position will progress in accordance with Appendix G of the TSS EA and will not be subject to the Hays methodology.</p>
28	Supply Chain – CMS		Team Leader Regulatory Compliance		This position no longer exists. As such, no PD has been created for this position.
29	Airworthiness – Quality & Safety	RREL-9U83LD	Senior Surveyor	15	
30	Supply Chain – Quality & Compliance	YYHO-9KQ8SV	Quality and Compliance Coordinator	15	
31	Maintenance Control	RREL-9F3SHC	IFE Coordinator	15	



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	– MOC Cabin & IFE				
32	Maintenance Control – MOC Cabin & IFE		Coordinator Customer Contracts and Service Delivery	15	This position no longer exists. As such, no PD has been created for this position.
33	Aircraft Airworthiness – CFM Engines	RREL-9W95YL	Principal Technical Officer	15	
34	Aircraft Airworthiness – Aircraft Compliance Systems	RREL-9U85YZ	Senior Technical Officer	15	This position is superseded by position #79.
35	Aircraft Airworthiness	DDFL-9E94NX	Senior Technical Officer, A330 Fleet	15	
36	Quality & Safety – Standards	DDSM-9NR8YC	Senior Quality Surveyor	15	
37	Technical training	KKHA-95D6UG	Instructor – Apprentice Training	15	This position is included in this Benchmark Book for completeness.



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					Employees that hold this position will progress in accordance with Appendix E of the TSS EA and will not be subject to the Hays methodology.
38	Aircraft Airworthiness	DDFL-9DZ52W	Senior Technical Officer, Policy & Procedures	15	
39	Maintenance Control – HM Planning Melbourne	RREL-9EJSZK	Senior Compliance Controller	15	
40	Heavy Maintenance – Tooling & Calibration		Tooling Analyst		This position no longer exists. As such, no PD has been created for this position.
41	Heavy Maintenance – Aircraft Production	RRPR-9DG323	Production Support Coordinator	14	
42	Procurement		Senior Fuel Quality & Support Analyst		This position no longer exists. As such, no PD has been created for this position.



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43	Heavy Maintenance - Additions	RRPR-9DM2A3	Senior Technical Officer	14	
44	Heavy Maintenance – Planning & Support		Facilities Maintenance Controller, Tullamarine		This position no longer exists. As such, no PD has been created for this position.
45	Safety		Flight Data Analyst	14	
46	Aircraft Airworthiness – Task Management & technical Data	DDFL-9DZ5TD	Senior Technical Officer, EDD	14	
47	Aircraft Airworthiness - Cabin Systems Engineering	DDFL-9DS7H5	Senior Technical officer	14	
48	LMO	SSST-9E7VFT	Maintenance Production Controller, Melbourne	14	



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49	Aircraft Airworthiness	DDFL-9DZ4EL	Senior Technical Officer, Airworthiness Review	14	
50	Aircraft Airworthiness	DDFL-9DS7UG	Senior Technical Officer, Operational Support Team	14	
51	LMO	RRPR – 9EC2M6	NDT Inspector	14	This position is included in this Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix F of the TSS EA and will not be subject to the Hays methodology.
52	LMO – Resource Planning	SSST-9E7VUQ	Tooling and Equipment Coordinator	14	
53	LMO	SSST-9E36AB	Facilities Coordinator	14	
54	Aircraft Airworthiness	DDFL-9DZ5TD	Senior Technical Officer, EDD	14	



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55	Aircraft Airworthiness	DDFL-9DZ6TW	Technical Officer, Customer Support	14	
56	Supply chain	YYHO-9E4A7T	Technical Officer, Receipts Compliance	14	
57	Safety	RREL-9X6V7D	Safety Data Coordinator	14	
58	LMO	SSST-9E7VAJ	Maintenance Production Controller, Brisbane	14	
59	Heavy Maintenance – Aircraft Production		Technical Specialist Heavy Maintenance		This position no longer exists. As such, no PD has been created for this position.
60	Apprentice training	KKHA-95D6UG	Instructor – Apprentice Training	14	<p>This position is included in this Benchmark Book for completeness.</p> <p>Employees that hold this position will progress in accordance with Appendix E of the TSS EA and will not be subject to the Hays methodology.</p>



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61	MOC 737 training	RREL-9F3SPM	Scheduling Analyst	14	
62	MOC 737 training		Senior Maintenance Scheduler		This position no longer exists. As such, no PD has been created for this position.
63	Aircraft Airworthiness – Fleet Management – B747/B767	DDFL-9E94K7	Senior Technical Officer	14	
64	Aircraft Airworthiness – CFM Engines	RREL-9U9SF4	Senior Technical Officer	14	
65	Aircraft Airworthiness – Aircraft Compliance Systems		Senior Technical Officer		This position has been superseded by position #79.
66	QDS MRTT		Production Analyst	13	This position no longer exists. As such, no PD has been created for this



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					position.
67	QDS Richmond		Facilities & Security Coordinator	13	This position no longer exists. As such, no PD has been created for this position.
68	Aircraft appearance	SSST-9DNUCK	Maintenance Supervisor, A/C Appearance	13	
69	Aircraft Airworthiness	DDFL-9DZ7F6	Technical Officer, EDD	13	
70	Flight Training	IIFI-8Q98PR	Instructor, Aviation Safety Training	13	This position is included in this Benchmark Book for completeness.  Employees that hold this position will progress in accordance with Appendix G of the TSS EA and will not be subject to the Hays methodology.
71	Supply Chain	YYHO-9F68T7	Quality and Compliance Officer	13	
72	Supply chain - CMS	YYHO-9KQ7BE	Technical officer	13	



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73	Aircraft Airworthiness	DDFL-9DZ5K4	Technical Officer, Policy & Procedures	13	
74	QAS GSE	RREL-9X58LP	Purchase/Contractor Liaison Officer	12	
75	LMO	SSST-9DSU8Z	IT Facilitator	12	
76	Maintenance Control – MOC 737 training	SSST-9QL6FX	Scheduler	12	
77	LMO	SSST-9DN7AL	Documentation officer, Resource Planning	11	
78	Aircraft Airworthiness	AARA-95B7M9	Technical Assistant, Policy & Procedures	10	
79	Aircraft Airworthiness	RREL-9W95FB	Senior Technical Officer- Compliance	15	
80	Aircraft Airworthiness	DDFL-9DZ3BV	Senior Technical Officer, Design & Projects	15	



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81	Aircraft Airworthiness	AARA-95R8UT	Principal Technical Officer, Engines & APUs	16	
82	Aircraft Airworthiness	AARA-96CVAJ	Principal Technical Officer, Compliance (A330 or B747/B767 or A380 or B737 Fleets)	16	
83	Aircraft Airworthiness	DDFL-9DZ33W	Principal Technical Officer, Design & Projects	16	
84	Aircraft Airworthiness	AARA-96VW4V	Senior Technical Officer, Engines & APUs	15	



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## Position Description

### NDT Supervisor

Confirmed

Position Title: NDT Supervisor

Segment: Qantas Airlines Operations

Division: QANTAS ENGINEERING 485 (489)

Branch: BASE MAINTENANCE BRISBANE 734 (8079)

Organisation Unit : AIRCRAFT PRODUCTION SP MNT 740 (8913)

Reference Number: RRPR-9EC4ZY

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

To deliver quality NDT services to the organisation and customers on time and in compliant manner. This position has the requirement to perform, report and certify for non-destructive inspections on aircraft, engines and components in accordance with approved data using various NDT methods, therefore enabling aircraft to continue flying in a safe manner while earning revenue.

The NDT Supervisor is also an active member of the inspection team. The NDT Supervisor is required to carry out NDT inspections when staff are deployed elsewhere (leave, customer, training etc). Each NDT Supervisor is directly accountable to effect all inspections within the port.

The NDT Supervisor is accountable for the effective deployment of resources to conduct aircraft maintenance activities allocated to the section and ineffective deployments of resources could result in production delays.

Managers Position Title		
Operations Manager		
Peers Position Title	This Position	Peers Position Title
	NDT Supervisor	
Subordinates	Subordinates	Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
Managers, supervisors and trade qualified across Qantas Engineering	
Airframe, engine and component OEMs	Facilitate maintenance requirements of the airline and/or customer
Airworthiness authorities	To ensure that the NDT Technician remains compliant within the Qantas system of maintenance
Planning and technical services engineering departments	To maintain technical proficiency
Qantas affiliates and external customers	Welfare of direct reports
Network of aerospace and other industry contacts	
Corporate support services including HR, emstaff, training etc	

#### Key Accountabilities:

Key Result Area	Major Activities
Accountable for the provision of NDT services to facilitate maintenance	Provision on inspection services to complete maintenance requirements of the airline and its

	activities of the department	<p>customers</p> <p>Ensure aircraft serviceability</p> <p>Take responsibility for all work done and to perform to a legal requirement</p> <p>Report defects to engineering in order for repairs to be carried out</p> <p>Ensure all equipment used is serviceable</p> <p>Ensure that the correct documentation is used</p> <p>Conduct assessment of aircraft structures and components - report test description and findings</p> <p>Determination of serviceability release to service (ARC)</p> <p>Ensure that the task requirements match the job done and that all documentation has been completed properly</p> <p>Ensure clarity of reporting by communicating with customers</p> <p>Ensure that the equipment performs in a manner required by the manufacturer</p> <p>Match the approved data to the task card requirements, revision status etc</p>
1		
	Maintenance of approval	<p>Annual assessment and 5 yearly reaccreditation examinations</p> <p>Remain compliant and approved</p> <p>Accomplishment to the satisfaction of the Quality and Safety department (issuer of authority) to AS3669, EN4179 and NAS410.</p>
2		
	Undertaking training requirements to maintain currency of qualifications	<p>Ensure regulatory compliance</p> <p>Complete the required training and ensuring that this is reflected on our eQ training records</p>
3		
	Coordination of logistics i.e. determining access and equipment requirements and prioritising workloads	<p>Ensure that the job can be performed in a safe and timely manner</p> <p>Ensure the most important jobs are done first</p> <p>Ensure that access has been achieved, stands are in place, PPE is available and staff are safe</p> <p>Liaise with other areas to determine the correct priority</p>
4		
	Equipment maintenance, test and inspections of instruments consistent with qualifications and maintenance of company tool control system (eTMS)	<p>Check and revalidation of test equipment and identify out of tolerance conditions</p> <p>Maintain compliance</p> <p>Identify out of or in tolerance conditions within the scheduled revalidation of intervals</p>
5		
	Personal development and provision of training of staff as required both within the section and external to the section	<p>Deliver reassessment to NDT specific category staff, LAME refresher training considerate of governing regulations.</p> <p>Engage in specific training for NDT level 2 technicians</p>
6		
	Decision making	<p>Organise daily schedule and prioritise management activities</p> <p>Manage internal section audit</p> <p>Respond to external audits</p> <p>Authorisation of time keeping and leave</p> <p>Equipment selection/funding</p> <p>Resource allocation</p> <p>Develop and deliver training needs analysis</p>
7		
	Comply with Corporate and Divisional Service Standards.	<p>Subject to internal self audit and external audit</p>
8		
	Comply with the Group management system standard and associated policies in the workplace	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>
9		

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

**Knowledge and Person Specifications**

Eddy Current Testing - level 2 NDT Aerospace Qualification

Ultrasonic testing - level 2 NDT Aerospace Qualification

Radiographic testing - level 2 NDT Aerospace Qualification

Penetrant testing - level 2 NDT Aerospace Qualification

Magnetic particle testing - level 2 NDT Aerospace Qualification

Infrared thermal imaging - level 2 NDT Aerospace Qualification

Human factors

Basic metallurgical/process knowledge

Strong background in aircraft maintenance and NDT

Hold aircraft related trade certificate

Hold CASA NDT Maintenance Authority for the provision of NDT to external customers

Competent operational understanding of maintenance control systems

Competent understand of aircraft manuals, applicability and construction

**Comments**

Position is part of the TSS review

<b>Employee Signature</b>	<b>Managers Signature</b>
<hr/>	<hr/>
<b>Date</b>	<b>Date</b>
<hr/>	<hr/>



## Position Description Controller Receipts Compliance

**Confirmed**

Position Title: Controller Receipts Compliance

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ENGINEERING SUPPLY CHAIN 260 (9034)

Organisation Unit : RECEIPTS COMPLIANCE 409 (7464)

Reference Number: YYHO-9E47Z9

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Position is responsible for ensuring components are processed in an efficient manner while still maintaining compliance. Ensure that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. The role includes managing a team of Senior Technical and Technical Officers including manpower allocation and managing work flow through the Receipt Compliance team.

Managers Position Title		
Manager Repair Management		
Peers Position Title	This Position	Peers Position Title
Controller Repair Management	Controller Receipts Compliance	
Subordinates	Subordinates	Subordinates
Technical Officer, Receipts Compliance	Senior Technical Officer, Receipts Compliance	

### Working Relationships

Position	Type and Nature of Relationship
Repair management	Technical support
Commodity departments	Compliance
Warehouse departments	Resourcing
Immediate manager	Resourcing and day to day operations

### Key Accountabilities:

	Key Result Area	Major Activities
1	Maintain the QEPM and local area procedures	Updating and re-writing the QEPM and local area procedures. Ensure the QEPM and local area procedures meets compliance requirements
2	Supervise and develop people	Provide staff with strong and innovative day-to-day leadership. Encourage quality, teamwork, productivity improvements, safety and engagement to enhance work performance. Implement necessary changes to procedures and systems

		Contribute to development of team members by conducting on job training and ongoing coaching
3	Manage work flow	Manage the work flow through the Receipt and Compliance area by working with STO's to manage the team's work flow in line with KPI's and performance metrics, as well as to allocate manpower.
4	Minimise rejection of components	Liaise with other departments in relation to technical and non-technical queries
5	Manage demand for components	Ensure demands for components are managed to minimise the number of Aircraft on ground
6	Comply with Corporate and Divisional Service Standards.	Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards. Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts. Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times. Maintain a professional rapport with colleagues. Share information and ideas, and actively encourage participation from others. As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.
7	Comply with the Group management system standard and associated policies in the workplace	Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation; Immediately report all incidents (including dangerous occurrences) and hazards Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary Attend, when directed, any course of training or instruction related to health and safety Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees  Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

To reduce the backlog of components and still maintain compliance. To maintain engagement and interest of staff in a constantly changing environment.

Authority:

Revenue:

### Knowledge and Person Specifications

Proven people management skills and the ability to lead teams  
Hold a Certificate IV in Business or Frontline management or equivalent or relevant business experience  
Ability to conduct on the job training and coaching within RC team.  
Effective planning and prioritising skills for work flow management.  
Hold a Trade Certificate, eg Aircraft Maintenance Engineer and the ability to hold a Production Examiner authority desirable.  
Ability to communicate (written and oral), with a wide range of staff.  
Well developed interpersonal and representational skills  
Demonstrated analytical skills, including the ability to :  
- adopt a systematic approach to problem solving in a complex technical environment ;  
- exercise sound professional judgment under pressure  
Proven ability to work effectively in a multidisciplinary team environment and a willingness to adapt positively to, and facilitate change.  
Ability to meet Corporate and Divisional/Departmental Service Standards.  
Demonstrated proficiency in the use of CAMEO, MXI, SUPPLY, AQD, Form 500, ERes, AV-Data, My Qantas Fleet, ADOC Navigator, QEPM, Microsoft Word, Excel and the internet  
Detailed understanding of the Qantas System of Maintenance.  
Familiarity with aircraft industry documentation (OEM Service Literature, AD's etc).  
Working knowledge of CASA policies, standards, regulations, orders and procedures relating to Airworthiness.

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Controller Check Packages and Plans

Confirmed

Position Title: Controller Check Packages and Plans

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: MAINTENANCE OPERATIONS CENTRE (8773)

Organisation Unit : MAINTENANCE OPERATIONS CENTRE (8773)

Reference Number: RREL-9EJVZ3

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Supervise, coordinate and support staff, stakeholders and customers.  
 Coordinate and plan all maintenance tasks into work packages to ensure optimum utilisation of staff, logistics and facilities.  
 Maintain an interface between management and production objectives  
 Manage the overall Lin / Heavy Maintenance aircraft compliance (Narrowbody)  
 Manage the technical assessment, quotation and release of B373 on-wing EI's and MODs  
 Coordinate and program manage Qantas Narrowbody modification and special inspection campaigns  
 Undertake and coordinate special projects  
 Act on behalf of the Manage MOC whilst on leave or absent

#### Managers Position Title

MOC Manager

#### Peers Position Title

This Position

#### Peers Position Title

Controller Check Packages and Plans

#### Subordinates

Subordinates

#### Subordinates

#### Working Relationships

##### Position

Engineering Services

Supply Chain

Line Maintenance

Heavy Maintenance

Heavy Maintenance MROs

Reps of B737 customer fleet

QE Management

IOC

MOC

Fleet Managers

##### Type and Nature of Relationship

To ensure all requirements pertaining to the operation of B737 planning / MOC are met.

To ensure the requirements of customers and stakeholders are met.

#### Key Accountabilities:

##### Key Result Area

##### Major Activities

1

Supervise, coordinate and support staff

Effective supervision of staff to ensure MOC requirements are delivered successfully

2	AD Management	Ensure AD compliance of B737 Fleet is being met and accomplished. Review and action of AD managemetn database and AD managemetn meeting.
3	Campaign Management	Successful accomplishment of B737 Minor Maintenance Line requirements.
4	Meetings with stakeholders and customers	Attendance as required for and on behalf of the B737 MOC. Deliver successful outcomes as agreed in meetings.
5	Comply with Corporate and Divisional Service Standards.	
6	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: 6

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority: Autonomous in all requirements that affect B737 planning and fleet. All decisions affecting staff to ensure required outcomes and compliance are met.

Revenue:

#### Knowledge and Person Specifications

Advanced diploma (and various subordinate certificates and diplomas)

Trade Certificate

Planning systems and philosophies

System of Maintenance (QF and customer systems)

QF Policy and standards of conduct

QF WHSE policies and practice

Supervisory and negotiation skills

Qantas and Customer Airline Regulatory requirements (CASA, CAANZ, FAA EASA, etc)

Trade practices

Compliance

Budget management

CAMEO,

MXI

PP&C

HMtiQ

MS Office Applications

MS Project

QF eRes

MS Outlook

Strong verbal and written communication skills

Negotiation skills

Comments



## Position Description Coordinator Customer Contracts

**Confirmed**

Position Title: Coordinator Customer Contracts

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

Organisation Unit : STATION PRODUCTION SUPPORT 653 (3852)

Reference Number: SSST-9DP5NP

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Managing the production and maintenance of Qantas Engineering contracts with customers and suppliers for aircraft ground handling line maintenance goods and services within Australia and worldwide whilst compiling with Qantas Policy and strategic goals and ensuring that service levels are maintained from a commercial and compliance perspective delivering a more cost effective operation.

### Managers Position Title

Manager: Customer and Supplier Contracts

Peers Position Title

This Position

Peers Position Title

Coordinator Customer Contracts

Subordinates

Subordinates

Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Customers and Suppliers	Contract negotiation and maintenance
Qantas Engineering Operations Managers	Logistical terms of contract
TILT	Contract review process
Qantas Quality Department	Regulatory qualification requirements

### Key Accountabilities:

Key Result Area	Major Activities
Negotiating with customers or suppliers	Determine and manage sourcing & evaluation process Identify and present negotiation solutions and outcomes Negotiate favourable terms and conditions in line

		with Company Guidelines
2	Negotiating with customers or suppliers	<p>To ensure contracts are in place for all business matters and can be monitored</p> <p>Produce and develop contracts including Specifications, KPI's and Service Standards</p> <p>Manage all aspects of contract review and approval with TILT experts (Tax, Insurance, Legal and Treasury)</p> <p>Manage contract execution</p> <p>Manage contract administration including registration on corporate Contract Management System (CMS), Line Maintenance Operations department registers and retention of original copies</p> <p>Manage key internal and external stakeholders</p>
3	Customer and Supplier Relationship Management	<p>To ensure all stakeholders are informed to comply with contracts</p> <p>Develop and monitor KPI's</p> <p>Facilitate corrective action for any issues or deficiencies</p> <p>Actively seek additional business and promote Qantas</p> <p>Provide relevant information to suppliers to ensure they address Qantas' evolving needs in a timely manner</p> <p>To ensure that Qantas quality and regulatory compliance is maintained</p> <p>Ensure that suppliers are compliant with regulatory laws within Australia and at local level.</p>
4	Identify areas of improvement & implement change	<p>Review operation and contracts including capability assessment</p> <p>Identify further improvements from both a commercial and airworthiness/compliance perspective</p>
5	Business Cases and Project Management	<p>Research and develop all components of a business case</p> <p>Assist in the implementation of projects</p>
6	Comply with Corporate and Divisional Service Standards.	
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget: 12M AUD

Comments:

Authority:

Revenue: 24M AUD

#### Knowledge and Person Specifications

Tertiary education in procurement, business, law or relevant industry experience

Knowledge of current Australian and foreign aviation security legislation, regulatory mandates and other policy requirements  
Experience in managing internal and external customers and service providers  
Experience in conducting and managing operational process reviews and inspections  
Contract negotiation and development  
Commercial acumen  
Commercial contract law principals  
Knowledge of risk implications in contract development  
Qantas policies e.g. Competition Law Compliance Policy, Contract Review Policy  
Safety & Quality Practices  
QE Business Management concepts and OHS policies

**Comments**

intent to have graded as TSS 7

<b>Employee Signature</b>	<b>Managers Signature</b>
_____	_____
<b>Date</b>	<b>Date</b>
_____	_____



## Position Description

### Controller, Simulator Quality Assurance

Confirmed

Position Title: Controller, Simulator Quality Assurance

Segment: Qantas Airlines Operations

Division: FLIGHT OPERATIONS (488)

Branch: FLIGHT TRAINING & CHECKING (4060)

Organisation Unit : SIM QUALITY & ASSURANCE (6778)

Reference Number: IIFI-8QG7KP

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Manage and act as primary point of contact for CASA, Flight Operations, Flight Training, Facilities, Engineering and other Customers for Quality Assurance matters. Manage the processes and procedures for the full range of activities that ensure on time delivery, fit for purpose and continued Regulatory compliance of company Flight Simulators and Flight Training Devices, including the initial and recurrent activity, required under CASR Part 60.035 and 60.065. Manage the allocation of resources for all QA activity, time frames and resources for all Acceptance testing and Initial Qualification requirements for Full Flight Simulators and Flight Training Devices at the current Sydney and Melbourne Flight Training Facilities. Management of certified CASA Team Leaders, Subjective Check Pilots and Simulation Specialists as required to comply with CASR 60.090. Manage the training as required on the safe use and operation of all training devices. Establish and undertake reporting and auditing mechanisms and processes to ensure the recording, identification and use of procedures and practices meet department and company requirements. Manage resources for ongoing modification or upgrades during the training device cycle life.

#### Managers Position Title

Manager Facilities, Sydney

#### Peers Position Title

Maintenance Controller

#### This Position

Controller, Simulator Quality Assurance

#### Peers Position Title

Coordinator Maintenance & Logistics

#### Subordinates

#### Subordinates

#### Subordinates

#### Working Relationships

##### Position

##### Type and Nature of Relationship

Senior Training Captains QANTAS, HOTC

Training Captains other Airlines and Foreign Regulators

CASA

Impact of defects and effect on level of qualification of Full Flight Simulators and Flight Training Devices. Aircraft / Simulator modifications. Provide advice to Flight Training on national and international standards and practices in the use of flight simulators and flight training devices and developments in the field of simulation. \*\*

Simulator configuration changes. Assist foreign Authorities and other airlines with simulator assessments. Provision of qualification information.\*\*\*

New and existing Full Flight Simulator and Flight Training Device Regulatory issues. Notification of defects, modifications, and usage of simulators and flight training devices likely to affect training. Scheduled activities relating to Regulatory Compliance. Notification of Qualification of a device. Qualification Test Guide submission and review.\*\*\*

Commercial Contracts and Projects department	Discussions with Program Manager on the entire Acceptance program of new or upgraded devices. Requirements (regulatory, resources, time frames etc) relating to new and upgraded Full Flight Simulators and Flight Training Devices. Provision of specifications Provide support and expertise as required in meeting customer expectations.***
Simulator Manufacturers	
Aircraft Manufacturers	Assessment of device to meet requirements, pre and post purchase. Configuration of device required. A/C system operation clarification.***
Simulator Maintenance, MLC's, Controllers, PTO/STO's, Manager Facilities Sydney, Manager Facilities Melbourne	Aircraft system operation / limitations outside normally available documentation*** Defect rectification time frames. Simulator availability. Notification of modifications required to be installed. Guidance as to required course of action to ensure regulatory compliance of device is maintained. Advise Maintenance on defects that may impact on the fidelity / training requirements.***

#### Key Accountabilities:

	Key Result Area	Major Activities
1	<p>Ensure requirements for ongoing fidelity of Full Flight Simulators and Flight Training Devices are met. Carry out requirements of CASR 60.065. Ongoing surveillance of equipment. Plan, Schedule and resource as required to ensure Full Flight Simulator or Flight Training Device is fit for purpose and still meets CASA qualification requirements and continues to be used for all pilot training required under CAO 82.5.</p> <p>Act as CASA approved Evaluation Team Leader, Simulation Specialist and/or Test Director for CASR Part 60.030, 60.045 &amp; 60.070 Initial Qualification, Special Evaluations, Recurrent Evaluations and Modification activities</p>	<p>Carry out all Validation Testing, Functions and Subjective testing completed as required by CASR 60 ensuring all Full Flight Simulators or Flight Training Devices Qualification level is maintained either as Team Leader or Simulation Specialist. Flight Simulator or Flight Training Device is maintained at their respective qualification level.</p>
2	<p>Undertake and / or assist with assurance activities with respect to flight simulators and flight training devices, including investigation of defects, modifications, evaluation of corrective actions and reporting on performance of the flight simulators and</p>	<p>CASA requires oversight of performance of Full Flight Simulators and Flight Training Devices prior to entry into service, following major upgrading and ongoing checks required for the cycle life of Full Flight Simulator or Flight Training Device. Principal Technical Officers Simulator Fidelity and Assurance have gained and maintain these CASA delegations for this purpose.</p> <p>Defects are noted and prioritised for rectification and Training is able to commence with these issues noted and any training limitations identified. Timeframes for ongoing corrective actions accepted. Assessment of corrective action and formal validated release of 'training' software configuration.</p> <p>CASA Instrument issued as Evaluation Team Leader. Have satisfactorily completed 3 Recurrent checks within the last 2 years, one under the supervision of CASA on a Full Flight Simulator or Flight Training Device is qualified to appropriate level.</p> <p>Issue Evaluation Reports to CASA with findings and recommendations and also internal reports to Management and identified stakeholders.</p> <p>Advice is given to Maintenance, Flight Training, and Manufacturers regarding aircraft system performance issues. Reports issued. Discrepancy Reports raised / cleared. Assessment and prioritising of defects regarding criticality to use of device. Working in conjunctions with Manufacturers</p>

3	flight training devices to ensure quality plan as advised to CASA is carried out. This includes monitoring and investigation of defects. Due to the high level of aircraft / systems knowledge that is required by this position, assistance is provided to Maintenance and Flight Training in the identification and cause of defects and /or the action required to correct defects or advise on system operation.	representative and/or maintenance in acceptance of "on offer defects". Act as subject matter expert in providing or assessing the testing protocols to confirm correct operation when reviewing 'fixes' in the resolution of warranty claims.
4	Act as primary point of contact for communication between CASA, Flight Operations, Flight Training, Facilities, Engineering and other Customers to ensure oversight on all required Regulatory compliance issues are maintained by attending relevant meetings as Subject Matter Expert when scheduled. Also maintaining QFT training objectives and requirements are met.	CASA Evaluation Reports and Certificates, Training Device Progress Reports and Responses to Customer requests following testing and assessing fidelity of simulation is confirmed on a training device. FTF Weekly Status meeting attendance where all defects/issues raised on all training devices are reviewed for compliance and possible re-assignment for further action.
5	Manage the "SIMFID" engineering instruction database for QFT. (Controller has "edit" rights, however Principal Technical Officers are responsible for reviewing and processing the EI's as required)	Manage, review and re-assign all the Engineering Instructions to the relevant assignee in QFT as required by the Regulator and Company. EI's database is reviewed continually during the year and relevant EI's are noted in the internal Annual Evaluation Report
6	Manage the data base register of all recurrent CASA required activity. (Controller has responsibility of the register, however the Principal Technical Officers also have ownership)	To ensure Full Flight Simulator or Flight Training Device CASA annual recurrent activity records are updated and reports issued as required by the Regulator. EI's database is reviewed continually during the year and relevant EI's are noted in the internal Annual Evaluation Report
7	Manage the Simulator Quality Assurance Handbook and relevant FFT procedures as required.	Review and update the Simulator Quality Assurance Handbook. Review and update relevant FFT procedures as required by QFT and the Regulator to meet current requirements. Issue releases to both procedural documents as required to meet current management direction and regulatory compliance
8	Comply with Corporate and Divisional Service Standards.	
9	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: N/A

Payroll (\$'s p.a.): N/A

Operating Budget: N/A

**Comments:**

Other Information: (Example: No. of customers & clients serviced, training courses conducted, units repaired, maintained, etc.)

Simulator induction - OHS, B737, B747, B767, A330, A380, DH8, simulator operation, Facility. Provided to both External and Internal customers.

Flight Simulator Evaluation Course - External and Internal customers.

Qualification level of Full Flight Simulators and Flight Training Devices achieved.  
At completion of testing, whether or not Full Flight Simulator or Flight Training Device is suitable for training and fit for purpose.  
Test Director is continually review, assessment and prioritising of defects/issues raised during Training device initial acceptances  
Determine and content of Fidelity Assurance Program when considering CASR 60 requirements, previous results, criticality of the device to training, and ongoing modifications  
Review of Engineering Instructions to determine applicability to associated simulator type  
Following review, acceptance or rejection of corrective action offered by Manufacturers on warranty claims.  
Management of CASA approved Team Leaders for Flight Crew within Flight Operations  
Planning of Acceptance Testing required to confirm "fit for purpose" of training devices before release to customers.  
Continually monitor daily defects raised on all training devices for their potential to impact on qualification, fidelity and safety (OH&S).

Authority:

Revenue:

#### Knowledge and Person Specifications

AQF Level 5 (6) / Aircraft AME (LAME desired)

Internal Auditor Course - Desirable

Supervisor Course / Experience

Completion of multiple aircraft pilot / maintenance courses.

Completion of CASA Approved Flight Simulator Evaluation Course.

Holder of CASA Evaluation Team Leader Instrument CASR 60.090 with additional training. Maintenance of appointment.

Approved as CASA Team Leader CASR 60.090.

Extensive experience in the acceptance and qualification and recertification of flight simulators and flight training devices in accordance with CASR 60.030 and 60.045.

Experience and ability to communicate effectively in a complex technical environment.

Comprehensive knowledge of multiple aircraft types, simulator aircraft systems, documentation and different manufacturers specifications/requirements.

A comprehensive working knowledge and understanding of national and international Full Flight Simulator and Flight Training Device regulatory standards including but not limited to FAA, EASA, ICAO, IATA, RAeS, and device design and operating standards.

A comprehensive knowledge and understanding of the use made of flight simulators and flight training devices and their contribution / limitations to training and checking.

A comprehensive knowledge and understanding of the requirements for the commissioning, qualification, ongoing evaluation and maintenance of flight simulators and flight training devices.

High degree of interpersonal, oral and written communication skills, including the ability to liaise at a senior Management level within QANTAS, manufacturers, other operators and the Regulatory Authority.

High level computer skills particularly with Microsoft Office suite of products used for the tracking, auditing, scheduling, reporting of records, resources required for compliance with CASR 60, Commercial Projects, and general use.

Conduct Simulator and training device induction to External and Internal customers to meet Regulatory, Company and OH &S requirements.

Conduct Flight Simulator Evaluation Course to Internal and External customers.

#### Comments

Controller/Principal Technical Officer Simulator Quality Assurance

Completed as part of the TSS EBA classification review by the Hay Group

Employee Signature

Managers Signature

Date

Date



## Position Description Controller, Maintenance

Confirmed

Position Title: Controller, Maintenance

Segment: Qantas Airlines Operations

Division: FLIGHT OPERATIONS (488)

Branch: FLIGHT TRAINING & CHECKING (4060)

Organisation Unit : FACILITIES SYD 445 (3137)

Reference Number: IIFI-8YR9UY

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Leadership role that manages a group of staff and is responsible for all maintenance and support activities on all equipment operated by Qantas Flight Training.

Manages staff and maintenance activities to ensure on going CASA compliance, as required under CASR regulation Part 60.

Implements Policy and Procedures in particular create and/or contribute to the drafting of Simulator Maintenance procedures (e.g. Risk Assessment Procedure for working on electrical systems). In addition to CASA requirement, ensures that all activities are completed in accordance with manufacturer specifications and recommended practices.

Supported equipment includes full flight simulators, part task trainers, emergency procedures cabin and door trainers, slides, rafts, classrooms, and general facilities.

Activities encompass corrective and preventive maintenance, crash support, overhaul, repair, and modify electronics and computer hardware, software support, mechanical tasks, electrical tasks, hydraulics, and pneumatics.

In addition, provide ongoing technical expertise to find solutions to long term simulator maintenance issues as well as maintenance advice on multiple simulation and aircraft systems, as well as hands on maintenance support. This includes expert knowledge and the application of experience on specific aircraft systems.

Managers Position Title		
Manager, Facilities		
Peers Position Title	This Position	Peers Position Title
Coordinator, Maintenance and Logistics	Controller, Maintenance	Principal/Senior Technical Officer Controller/Principal Simulator Quality Assurance
Subordinates	Subordinates	Subordinates
Officer, Simulator Maintenance Technical		

### Working Relationships

Position	Type and Nature of Relationship
Facility Manager	Direct manager: Report progress and receive direction
Maintenance & Logistics Coordinator	As a peer - work to achieve Maintenance facility and Flight Training tasks and goals including Seek logistics support with purchase of parts and services, shipping status.
Training Captains and the Aviation Safety Training department for the Qantas Group and other airlines.	Report on progress and advise current status. Provide a level of customer service.
Flight Instructors and Ground Instructors	Seek advice for decision making on subjective matters and degraded states.
Simulator Maintenance Technical Officers	Liaise, advise, provide feedback and customer service

Simulator Quality Assurance  
 Maintenance Technical Officers  
 Senior and Principal Technical Specialists  
 Commercial Projects, Qantas Flight Training  
 Simulator Manufacturers  
 Supply Chain  
 Flight Crew Scheduling  
 Third party supplies

Supervision and delegation on shift  
 CASA Compliance and regulatory support  
 Supervision and delegation on shift  
 Supervision and delegation, as required  
 Provide support and resources as required  
 Manage warranty items.  
 Provide technical support.  
 Liaise, advise, follow up  
 Status, serviceability, alternatives  
 Liaise, advise, follow up

#### Key Accountabilities:

	Key Result Area	Major Activities
1	<p>People Management : To provide serviceable and reliable flight simulators and training devices to the Qantas Group and customer airlines. Ensure efficient use of resources and targets met. Staff and customer communication, engagement, customer satisfaction.</p>	<p>Sets priorities, delegates tasks, and coordinates short and long term issues. Manages staff and resources, including manpower management, leave, and rosters. Communications with Training Captains on defects that may impact training, or place the simulator in a degraded state</p>
2	<p>Maintenance Management: Serviceable, reliable, CASA compliant flight simulators for pilot and flight crew training. All equipment is maintained in accordance with the requirements of CASA regulation CASR Part 60. All preventative, corrective, and unplanned "crash" maintenance is completed in accordance with Qantas and device manufacturer requirements.</p>	<p>Manages all maintenance activity, both planned and unplanned.          Day-to-day management of costs associated with maintenance activity.          Manage the implementation of warranty software updates from manufacturers.</p>
3	<p>Technical hands on role: Increased reliability of the training devices by identifying and addressing longer term reliability issues. Ensure appropriate preventative and corrective maintenance procedures are in place. Ensure implementation of manufacturer service bulletins and other modifications as required.</p>	<p>Perform hands-on maintenance tasks. Provide specialist technical support.          Investigate reliability and obsolescence issues.          Create and implement solutions.          Provide recommendations for capital expenditure via written submissions.          Train and mentor staff. Provide technical advice and guidance as required.</p>
4	<p>Supplier Management: Supplier communication, engagement, and satisfaction. Parts available for breakdown of equipment</p>	<p>Support customer relationships. by providing exceptional service          Manage the investigation of ongoing defects, and determine warranty items.          Manage the resolution of warranty items with vendors.          Manage spare parts inventory</p>
5	<p>Demonstrate People Leadership Capability</p>	<p>1. Performance Planning &amp; Review - ensure robust objectives are set for direct reports and facilitate discussions during the PPR cycle.          2. Engagement - cascade results to direct reports and actively participate in the drafting and completion of engagement action items          3. Talent &amp; Succession Management - actively participate in the Talent review cycle set corporately and assist the Manager Facilities in identifying and developing successors, objectively assess performance and potential of direct reports in accordance with corporate tools and guidelines, and provide feedback to individuals in regards to their performance and potential during PPR conversations          4. Understanding of terms &amp; conditions of direct reports covered under the AMWU EBA as well as</p>

		<p>Qantas Group Policies &amp; Procedures.</p> <p>5. Development planning - promote and support the development of direct reports, in line with talent and PPR conversations</p> <p>6. Rewards &amp; Recognition - timely and appropriate R&amp;R for direct reports</p> <p>7. Communication - timely and appropriate for direct reports</p>
6	Role models the Qantas behaviours	<p>Collaboration: Works with others to create a winning culture and an enjoyable place to work by leading or working with teams in a cohesive and productive manner; maximises knowledge sharing and cooperation across departments to achieve results; celebrates and recognises the achievements of others.</p> <p>Innovation: Challenges the way things are done and takes ownership for finding a better way by taking responsibility for raising issues in a constructive manner and actively participates to find alternatives; solves difficult and complex problems with effective solutions.</p> <p>Integrity: Is open, listens and speaks honestly and respectfully by consistently behaving in line with own expressed values and Qantas business values and principles; is trusted and respected by others.</p> <p>Safety: Demonstrates a genuine commitment to safety by completing all mandatory training; maintains a safe work environment through demonstrating and role modelling best practice safety behaviours.</p> <p>Service: Has a can-do attitude and delivers their part of the customer promise by building and maintaining effective relationships with internal and external customers; takes internal and external customer needs into account when acting or making decisions.</p>
7	Comply with Corporate and Divisional Service Standards.	<p>Knowledge and adherence to corporate and divisional customer service standards.</p> <p>Contribute to the maintenance and relevance of the QA processes applicable to the position</p>
8	Comply with the Group management system standard and associated policies in the workplace	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	Each controller is responsible for a shift of 3 SMTO. As required the maintenance controller will supervise two shifts of up to 6-8 SMTOs.
Payroll (\$'s p.a.):	Approval of overtime, shift changes and related penalty rates, and higher duty allowances for Simulator maintenance technical officers
Operating Budget:	<p>Budgetary considerations in relation to spare parts and suppliers (including warranty issues with manufacturers, obtaining quotes to find the best market price), third party support decisions (external maintenance/property support), leave management of Simulator Maintenance technical officers., overtime</p> <p>Full flight simulators and other training devices supported for Boeing and Airbus fleets, including the B737, B747, B767, A330, A380, DH8, and any future aircraft.</p> <p>Major customers supported include Qantas, Jetstar, Qantaslink, Virgin, as well as numerous other airlines.</p>
Comments:	Support various worldwide manufacturers and suppliers in investigating

	<p>warranty issues and on-site technical support</p> <p>Contractor inductions and third party/client (internal or external) support.</p> <p>Ensures all devices are maintained to meet regulatory compliance (CASA Level D), as per the requirements of Civil Aviation Safety Regulation CASR Part 60.</p> <p>Simulator / training device is suitable or unsuitable to continue training as outlined by Civil Aviation Safety Regulation CASR part 60 and Policy and Procedures Manual.</p> <p>Simulator or training device is unsafe, remove from training.</p> <p>Address facility issues, safety matters, Chief Fire Warden role, full or partial evacuations (and escalation of serious matters to Facility Management). This may include safety, environmental, operational, and OH&amp;S issues.</p>
Authority:	<p>Authorise overtime. within budget</p> <p>Approve shift changes / resources.</p> <p>Management of manpower of SMTOs, in accordance with company policies, EEO, and awards.</p> <p>Apply people skills to manage personnel issues e.g. leave management and delegation of tasks to staff</p> <p>Research of technical issues outside the scope of documented procedures to SMTOs</p> <p>Support the Qantas Flight Training Commercial Contracts and Projects team by ensuring our third party / external clients experience an exceptional product. This is achieved through preventing or minimising simulator and other QFT training device disruptions. Including a reduction in lost time, travel expenses and increase in forward bookings.</p>
Revenue:	

## Knowledge and Person Specifications

### Minimum Qualifications

Australian Qualification Framework (AQF) Level 6 - Advanced Diploma of Electrical Engineering, or equivalent.

Comprehensive knowledge of multiple aircraft types from both a pilot, and an aircraft maintainer, point of view.

Knowledge of aircraft systems, documentation, simulator systems, and various manufacturers' specifications.

High degree of interpersonal, oral and written communication skills, including the ability to liaise with management, flight crew, other departments, and third party suppliers.

Completion of multiple simulator maintenance courses.

Supervisory training.

### Technical Skills

Working knowledge of CASA regulatory standards and requirements. Ensure continuous compliance with Civil Aviation Safety Regulation CASR Part 60.

Comprehensive knowledge of aircraft systems from a Flight Crew (pilots) point of view, and from an Aircraft Maintenance Engineers point of view:

Airbus A330 and A380

Boeing B737, B767, B747, B787 (from 2012)

Bombardier Dash 8 100, 300, and Q400 series

Comprehensive knowledge and skills in various systems of the flight simulator.

Electrical and Electronic hardware. PLC systems

IT Systems, networking, operating systems, and software.

Component repair and overhaul.

Hydraulics, pneumatics, and mechanical skills

Managerial Skills (Planning, Organising, and Integrating)

Ability to manage processes, procedures, practices, and staff to ensure equipment availability, reliability, and cost effectiveness.

Ability to lead staff and to manage all planned and unplanned activities in a dynamic environment.

Ability to communicate effectively in a complex technical environment.

### Communicating and Influencing Skills

High level of verbal, written, and interpersonal, skills. Managing conflict, influencing staff, maintaining staff engagement and a harmonious work environment.

Ability to develop relationships and resolve issues with staff, customers, and stakeholders.

Liaison with Aviation Safety Training, Senior Training Captains, Projects, QA, Scheduling, device manufacturers, third party suppliers, etc, as required.

Desired but not essential

Previous experience as a Simulator Technical Officer and / or Simulator Technical Specialist.

Completion of multiple aircraft pilot courses. - require experience

Completion of multiple aircraft maintenance courses.

Flight Simulator manufacturer and Visual System Training Courses

FSI - Flight Safety International  
Thales C2000X and Thales MST  
CAE Super C, CAE SIM XXI, and CAE 5000 series  
Visual systems such as IMAGE IV, VITAL VII, EP1000, and CAE Tropos  
Various Part Task Trainers (x 8)  
Intermediate proficiency in Microsoft Word, Excel, Powerpoint  
Basic proficiency in Microsoft Project  
GDP System  
ARMS for simulator maintenance scheduling

Comments

<b>Employee Signature</b>		<b>Managers Signature</b>	
	_____		_____
<b>Date</b>		<b>Date</b>	
	_____		_____



## Position Description

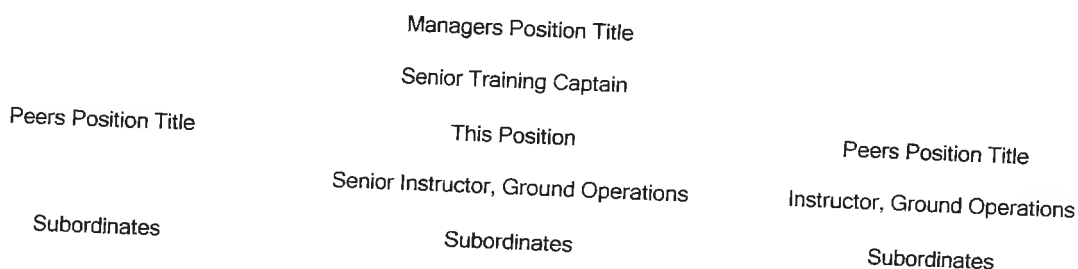
### Senior Instructor, Ground Operations

Confirmed

Position Title: Senior Instructor, Ground Operations  
 Segment: Qantas Airlines Operations  
 Division: FLIGHT OPERATIONS (488)  
 Branch: FLIGHT TRAINING & CHECKING (4060)  
 Organisation Unit : GROUND INSTRUCTORS SYD (3012)  
 Reference Number: IIFI-8Q85RE  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The Senior Ground Operation's Instructor (SGOI) primary role is to supervise and instruct all aspects of aircraft systems, operating procedures, performance and company standard operating procedures training as delivered by GOIs. Assess and report proficiency of crew under training. Maintain a current knowledge of technical developments for their respective fleet and incorporate changes into the various training packages.



#### Working Relationships

Position	Type and Nature of Relationship
Senior Training Captain	Supervisor - Description of Operating Procedures in accordance with line operations
Pilots	Deliver training
Engineering Training Instructors	To gain a greater understanding of the aircraft operating systems not described in the Flight Crew Operations Manuals (FCOM)
Flight Operations	Consult and engage with front line Flight Operations staff
Flight Technical	Provide feedback to changes of procedures / manuals
CASA	Deliver type training, liaison on technical and procedural matters
Training Scheduling	Coordinate training loads / start dates
Commercial Sales Team	Coordinate training / start dates for outside sales clients
Qantas Engineering	Coordinate AROCP testing for engineers and tug drivers

#### Key Accountabilities:

Key Result Area	Major Activities
Plan, conduct and supervise classroom, Autoflight and Flight Management	Conduct and supervise aircraft type endorsements
	Conduct and supervise aircraft type

1	Systems Training and Computer Based Training Instruction	<p>refamiliarisation</p> <p>Conduct and supervise course development</p> <p>Conduct and supervise ADHOC Courses (EFB and RNAV)</p> <p>Provide classroom instruction to company and external client pilots in various subject areas.</p> <p>Provide instruction in autoflight and flight management systems.</p> <p>Provide instructional support to students when using Computer Based Teaching methods. Both on location or via distance educational methods.</p> <p>Design and develop a range of technical training packages to meet Company and CASA requirements and standards.</p> <p>Formulate and maintain a library of examination questions to fulfil the requirements of CAO 40.1.0 (Aircraft Endorsements)</p> <p>Formulate and maintain a library of examination questions to fulfil the requirements of a range of procedure type endorsements. eg ILS PRM, TCAS, RVSM, LAHSO, Fuel Policy, EDTO, RNAV and EFB/OPT.</p> <p>Develop lesson plans for simulator training sequences</p> <p>Undertake special training projects as required by the Senior Training Captain</p> <p>Co-ordinates training plans - student / instructor allocation</p> <p>Conduct simulator sessions for VIP and other approved non Qantas persons</p>
2	GOI Training / development	<p>Ensure instructional training paths are conducted and completed to a high standard</p> <p>Review and refresh develop plans</p> <p>Assist the Head of Training &amp; Checking as well as Senior Training Captains in delivering engagement action plans</p> <p>Training of GOIs including new intake, transfer between types and familiarisation.</p> <p>Planning and implementing professional development programmes for GOIs</p> <p>Monitor and plan GOI leave</p>
3	Carry out simulator fixed based training and assessment of Flight Crew.	<p>Provide instruction in aircraft procedures, including normal and non-normal.</p> <p>Provide aircraft systems instruction in the simulator.</p> <p>Supervise aeronautical knowledge examinations for the instructor's aircraft types in accordance with all regulatory requirements.</p> <p>Complete Competency Management System (CMS) reports in accordance with the Training and Checking Manual</p> <p>Submit bid period reports. To be provided within 2 weeks after the bid period has finished.</p>
4	Develop and maintain audio-visual and computer based training packages for aircraft systems and procedures.	<p>Ensure Technical veracity of all training material in accordance with the Master Subject List.</p> <p>Manage all development tasks with other departments to ensure on time completion of projects and development tasks.</p>
5	Quality Audits	<p>Monitor the operation of and perform recurrent fidelity checks on Flight Training Devices (FTD) and Full Flight Simulators.</p> <p>Conduct practical testing for the issue of Aircraft Radiotelephone Operator Certificate of Proficiency. (AROCOP) under CAR 83(A)</p>
	Comply with Corporate and Divisional	Knowledge and adherence to corporate and

- |   |   |  |
|---|---|--|
| 6 | Service Standards.  | divisional customer service standards.<br>Contribute to the maintenance and relevance of the QA processes applicable to the position           |
| 7 | Comply with the Group management system standard and associated policies in the workplace | Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies |

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:	No direct reports, however Snr Instructor sought by Ground Instructor for advice due to expertise and experience
Payroll (\$'s p.a.):	N/A
Operating Budget:	N/A
Comments:	Other Information: (Example: No. of customers & clients serviced, training courses conducted, units repaired, maintained, etc.) (1/1/2011 - 30/11/11) Aircraft Type Endorsements: 185 pilots      ADHOC Courses: 40 (EFB / RNAV) Remedial Training Courses: 88 pilots      VIP Simulator Sessions : 35      AROCP Tests: 64
Authority:	Crew competency and proficiency, Instructor competency and proficiency, Competency of AROCP candidates, Leave plans, Ability to accept training load within available resources
Revenue:	N/A

**Knowledge and Person Specifications**

Technical expertise in aircraft systems, performance, loading and standard operating procedures  
 Be an experienced aircrew member to ATPL standard or have an aircraft engineering background to LAME standard or equivalent with at least 15 years experience in the aviation industry  
 Hold a Certificate IV in Workplace Training and assessment or equivalent  
 Expert in people management  
 Expert in rostering people and equipment  
 Expert in training instructors  
 High degree of interpersonal skills and ability to manage and interact with broader Flight Operations community  
 Have a high level of computer software skills in programs such as Microsoft PowerPoint, Word and Excel  
 Demonstrated ability expertly to operate train in flight training devices and aircraft simulators  
 Demonstrated ability to supervise and deliver training in a range of environments. eg: classroom with both large and small numbers of trainees, flight training devices and simulators.  
 Demonstrated ability to supervise and deliver training utilising lecturing, instructional and facilitation methods appropriately.  
 Demonstrated ability to provide accurate assessment of trainees against competency standards and record these results in the TRIM database.  
 Demonstrated ability to incorporate HF / CRM training into endorsement courses.  
 Asses and manage implementation of new paths, procedures and approaches to the delivery of training and recommend changes where appropriate.  
 Demonstrated ability to challenge proof read proposed changes and recommends fixes.  
 Manage introduction of new training material and /or revised procedures as required.

**Comments**

Does not require grading as TSS EBA 8 covered position  
 Please archive CPPP-7WY2M5

Employee Signature	Managers Signature
Date	Date



## Position Description GSE Maintenance Supervisor

Confirmed

Position Title: GSE Maintenance Supervisor  
 Segment: Qantas Airlines Domestic  
 Division: GROUND SUPPORT EQUIPMENT SYD (947)  
 Branch: GROUND SUPPORT EQUIPMENT SYD (947)  
 Organisation Unit : GROUND SUPPORT EQUIPMENT SYD (947)  
 Reference Number: RREL-9XB2HS  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Control, supervise and support our team with the day-to-day GSE-associated operations by displaying and providing effective leadership, standards and processes to ensure products and services are in line with relevant business objectives, policies and to customer expectations.

Managers Position Title		
Manager GSE		
Peers Position Title	This Position	Peers Position Title
	GSE Maintenance Supervisor	
Subordinates	Subordinates	Subordinates
	Leading Hands x 3 CAR Crew (4 FTE) ELE Crew (6 FTE) PTM Crew (7 FTE) Apprentices (8 FTE)	

### Working Relationships

Position	Type and Nature of Relationship
1. Planning Officer	1. Data systems related tasks and workload
2. Leading Hands	2. People / customer / OH&S / workload / manpower allocations, etc.
3. Contractors	3. Deployment for work-related requirements / OH&S, etc.
4. Internal and external customers	4. Liaise and communicate objectives and expectations
5. External suppliers and vendors	5. Ordering, parts, work tasks, information, etc.
6. GSE Manager	6. Work-related requirements

### Key Accountabilities :

Key Result Area	Major Activities
Safety of Our People (25%)	<p>Ensure that Qantas OH&amp;S policy and procedures are strictly adhered to at all times and that staff are appropriately trained to achieve 'no injuries to anyone at anytime'.</p> <p>Must take a lead role in any level 2 occurrence investigations, ensure relevant staff are actively involved and achieving effective outcomes.</p> <p>As far as practicable, provide and maintain a</p>

1		<p>workplace that is safe and without risk to health , ensure set processes are followed and notify the relevant authorities of any reportable incidents and ensure issues that remain unresolved are reported to GSE Manager.</p> <ul style="list-style-type: none"> <li>- Ensure the safety of people and equipment in line with 'no injuries to anyone at any time'</li> <li>- OH&amp;S system compliance, conformance and improvement.</li> <li>- Promote safety of our people as the first priority (safety mentoring and behaviours)</li> </ul>
2	Safety, Airworthiness, Compliance & Quality (10%)	<p>Comply and conform to relevant regulatory and quality requirements and company / client policies and standards. Ensure safety and security of people and aircraft as first priority.</p> <ul style="list-style-type: none"> <li>- Ensure equipment meets agreed quality and applicable standards in line with company and customer policies and expectations.</li> <li>- Provide quality GSE-associated equipment in compliance with Airworthiness Authority and company . client systems</li> </ul>
3	Customer Needs - Quality & Reliability (10%)	<p>Ensure appropriate processes / systems are adhered to in order to provide a reliable product which meets the Company / Client's required quality standards and actively participate in customer initiated process improvements.</p> <ul style="list-style-type: none"> <li>- Ensure overall conformance and that customers are satisfied with service and product</li> <li>- Identify possible business opportunities with customers</li> </ul>
4	Customer Needs - Turn Time, Asset & Resource Utilisation (10%)	<p>Ensure appropriate systems are followed to provide on-time delivery of maintenance services in line with company / customer quality standards and expectations, including skills development and knowledge retention.</p> <p>Utilise available manpower, resources and assets effectively as to ensure value add in line with company / customer standards.</p> <ul style="list-style-type: none"> <li>- Competitive TAT's // on-time performance in line with expectations</li> <li>- Maximise return on assets and enhance further business opportunities for future growth .</li> </ul>
5	Competitive Costs / Financial Performance (35%)	<p>Deliver products and services, including the management and outsource / in-source decisions, at a demonstrably competitive net cost and meet the agreed financial targets (cost and revenue).</p> <ul style="list-style-type: none"> <li>- Achieve and maintain a sustainable future by continuing to deliver to customer demands, which in turn, instils confidence for our customers to further invest in our business</li> </ul>
6	People, Development & Leadership (10%)	<p>Maintain effective and sustainable employee relations that encourage safety, quality, innovation, leadership, teamwork and continuous improvement, through employee involvement, training, communication and feedback to create an environment of cooperation and trust.</p> <p>Assess training requirements to create sustainable and strong succession plans for leaders and staff in operational roles.</p> <ul style="list-style-type: none"> <li>- Staff and contractor engagement, develop effective and sustainable employee relations and ensure a well-trained and qualified workforce.</li> <li>- Support and encourage staff and identify areas of development / training.</li> </ul>

		<p>- Develop succession plans for key leadership roles.</p> <p>Balanced delivery of safety, compliance, customer, revenue, cost and people-related KPIs in the KRAs and meet GSE Sydney business plan targets (whilst optimising maintenance services and our operating values.)</p> <p>Be responsive and flexible to changing customer needs and to the business environment (operating in economic, regulatory, societal), sustaining delivery of results to QE / Qantas business plan.</p> <p>Understand the 'drivers of change' and assist with strategic options and manage the consequent change within the workplace including processes for GSE Sydney.</p> <p>Promote continuous improvement initiatives with our people, including contractors, management of people and business performance.</p> <p>Ensure that our operational objectives are in line with those of our customers (internal and external).</p> <p>Capture relevant work performance data to enable effective business reporting in line with management budgets.</p> <p>Comply with legislation items allocated in the Qantas Compliance System and with the corporate OH&amp;S responsibility statements</p> <p>Promote the capabilities of GSE Sydney in the context of its operating environment to Qantas Group airline including third party customers so that the best mutual benefit can be obtained.</p>
7	Major Challenges	
8	Comply with Corporate and Divisional Service Standards.	
9	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority )

People Reporting to this Position:      Approx. 27 FTEs and 28 contractors

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Multiple internal customers including Engineering & components and approximately 15 external clients.  
 Approximately 27 FTEs and 28 regular vendors / contractors (not including non-regular)  
 Approximately 1000 line item activities (job tasks) per month.  
 Decisions Expected  
 -People management within scope.  
 -Authorise operational overtime and / or higher duties to achieve service standards.  
 -Free to act within approved budget, delegations and QF policies.  
 -Able to negotiate with external providers to supply services and /or outsourcing of overflow work and customer work arrangements.  
 -Liaise with manufacturers / regulatory bodies for equipment drawings / manuals / documents in relation to modifications / conformance.  
 -Risk assessments in general, including Plant Hazard IDs.  
 -Manage contractor ID and vehicle access to the jet base.  
 -Perform relevant employee appraisals.

Authority:

- Initiate injury management processes.
  - Purchasing of tooling and GSE-associated spare parts.
  - Authority within reason to reallocate resources within different trade groups to best meet business requirements.
- Recommendations Expected
- Business Efficiencies to reduce costs
  - Have input with setting overtime budgetary limits
  - Have input for any changes within the business segment that may disrupt / impact operational objectives.

Revenue:

#### Knowledge and Person Specifications

Recognised trade certificate in a trade related to GSE / Aircraft maintenance  
 Attended and successfully completed supervisory development programs through QF College  
 Lean Sigma - Lean Belt (minimum)  
 Experience in a supervisory role  
 Computer skills, with intermediate level in MS Office  
 Experience with Qantas projects  
 Basic understanding of industrial awards and agreements, and their application in the workplace  
 Familiarity with regulations governing industrial workforce management (OHS&E, EEO, etc)  
 Good financial and business acumen  
 Minimum 12 month exposure in a safety committee, reporting to the CSC representing GSE  
 Confined-space accredited  
 Analytical skills  
 PC-based systems knowledge including AusFleet, eTMS, Cameo, SUPPLY  
 Stakeholder management  
 Customer service skills  
 Resource allocation

Comments

Employee Signature _____	Managers Signature _____
Date _____	Date _____



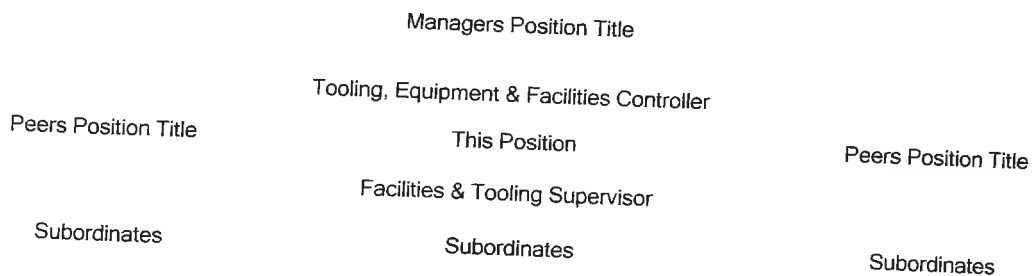
## Position Description Facilities & Tooling Supervisor

Confirmed

Position Title: Facilities & Tooling Supervisor  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: LINE MAINTENANCE OPS 601 (659)  
 Organisation Unit : BUDGETS&RESCS LINE MNT OPS 610 (5074)  
 Reference Number: SSST-9DTTRM  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Provides tooling & equipment support to meet operational needs for national and international Line Stations. This role ensures that operational effectiveness is maintained to the highest level with regards to tooling & equipment needs and associated compliance to quality and safety



### Working Relationships

Position	Type and Nature of Relationship
Supply Chain TESS Group Operational Areas External Contractors	Shipping of tooling & equipment Charter support Quotation & proposal support Technical support for eTMS Ongoing support Contract Management

### Key Accountabilities:

Key Result Area	Major Activities
Achieve tooling and equipment safety compliance and conformance	Ensure compliance re tooling & equipment is met to meet operational needs Ensures safety compliance and conformance of all tooling and equipment at all times. Participates in Risk Assessemnts, JSA's and Pre-Purchase safety compliance checks of all new tooling and equipment by date required. Facilitates tooling & equipment discrepancies as requested by the business by the agreed due date.

2	Achieve tooling and equipment airworthiness regulatory compliance and conformance	Ensures the business complies to periodic maintenance tooling inspections by the due date. Maintains tooling and equipment compliance through the eTMS system on a day-to-day basis. Identifies non-conformances with regards to new and existing tooling and coordinates investigation.
3	Delivery of services	Co-ordinates all responses between suppliers and the business. Evaluates and monitors suppliers performance to agreed / contracted terms and reports any variation to the requesting department. Co-ordinates the installation and commissioning of new tooling and equipment Delivers quality and reliable customer service and satisfaction as per departmental standards by agreed due dates.
4	Comply with Corporate and Divisional Service Standards.	
5	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Supports 20 International line stations and 14 national ports  
Manages operationally critical tooling and equipment items of a specialists nature that are not easily sourced

Authority: Management of receipt of tooling & equipment associated registration l& logistics - Full authority  
Determining operational needs regarding tooling & equipment

Revenue:

#### Knowledge and Person Specifications

Extensive airline experience within engineering operational area  
Understanding of aircraft maintenance functions  
Understanding of airworthiness compliance requirements  
Understanding of procurement receipt process  
Understanding of the logistics process  
Proficient standard desktop automation software - word processor, spreadsheet, email  
Proficient in specialist application such as eTMS, GDP & Supply  
Effective project management of small projects  
Sound written and oral communication skills

Comments

intent to have as TSS Level 6

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Senior Technical Officer

**Confirmed**

Position Title: Senior Technical Officer  
 Segment: Qantas Airlines Operations  
 Division: FLIGHT OPERATIONS (488)  
 Branch: FLIGHT TRAINING & CHECKING (4060)  
 Organisation Unit : FACILITIES SYD 445 (3137)  
 Reference Number: IIFI-8Q87KA  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Through extensive experience, provide a high level of expertise to Flight Training Facilities in relation to engineering and maintenance assignments associated with the engineering, maintenance and modification of Full Flight Simulators (FFS) and Flight Training Devices (FTD).

Provide on the job training, mentoring and coaching of Simulator Maintenance Technical Officers (SMTO).

Managers Position Title		
Coordinator, Maintenance & Logistics		
Peers Position Title	This Position	Peers Position Title
Controller, Maintenance	Senior Technical Officer	
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Maintenance Logistic Coordinator (MLC)	Direct supervisor, Provide advice and updates on technical issues, defect investigation, maintenance procedures, software procedures and warranty claims. Operational / Technical issues and enquiries
Senior Training Captains and Flight Simulator Instructors)	FFS and FTD defect progress report FFS and FTD modifications and updates FFS/FTD operational capabilities Lesson plan issues Simulator/Aircraft navigation and visual database issues and updates
Technical Pilots and Engineers	Simulation manufactures device developments Operational/Technical issues and enquiries - Flight deck information updates
Simulator manufactures e.g. CAE, Thales and FSI	Aircraft updates/modifications for test and assessment on FFS's Aircraft / Simulator standard revision issues Aircraft maintenance procedures Pilot operations procedures  Operational/Technical enquiries for Flight Training related

	projects or external customers e.g. Navigation database Upgrade and modifications Defects resolution Operational matters (user and utilities) Obsolescence issues Training matters
Commercial Contracts & Projects department	Operational/Technical enquiries Review and provide advice on training equipment specifications. Engineering/Maintenance advice
Simulator Quality Assurance	Support Technical advice Regulatory Requirements - in relation to simulator fidelity issues
Sydney Facilities department - Maintenance Controller, Simulator Maintenance Technical Officer and Manager Facilities	Operational/Technical enquiries Defect investigation Maintenance procedures Software procedures Training

#### Key Accountabilities :

	Key Result Area	Major Activities
1	Configuration Management: To manage change on FFS's and FTD's and comply with Qantas and CASA regularity requirements	Ensure Full Flight Simulator (FFS) and Flight Training Device (FTD) comply with internal/external configuration management policy and procedures Analyse and create configuration control/system administration procedures for all simulators and training devices
2	System Administration: To ensure the day to day operation of the FFS's and FTD's are working smoothly and efficiently, as well as improve training equipment reliability and operation	S/W and H/W installation, maintenance and upgrading. Routine network administration, maintenance and documentation. Staff training and support. Create and review procedures for FFS's and FTD's
3	System Integration Hardware (H/W) and Software (S/W): To rectify and /or test known and possible future defects , warranty issues or upgrades to FFS/FTD and Product improvement	Install and test Vendor H/W and S/W fixes for known defects or warranty issues or upgrades . Investigate obsolesces issues with regard to FFS's and FTD's Provides specialist hardware and software support for CAE, THALES, Rockwell Collins and FSI training equipment. Modification to hardware and software on both simulator and visual systems. Design, plan and implement simulator related modifications, maintenance & reliability tasks.
4	Defect Investigation and analysis: Improve training equipment operation, reliability and efficiency and provide an understanding of issues to prevent future occurrences	Analysis and investigation/research of critical/reoccurring/referred FFS's and FTD's defects Take ownership of defect to completion/resolution. Prepare and amend routine maintenance job cards and maintain the job card database. Analyse aeronautical information and assess the impact on simulator and training devices navigational databases and visual models . Control the implementation of updates if required . Liaise on a regular basis with simulator manufacturers, Qantas Engineering, Instructors and Flight Operations.
	Maintenance Administration and Miscellaneous Tasks: to Improve	Represent Qantas at industry forums Represent Qantas in discussions with

5	training equipment operation, reliability and efficiency and provide an understanding of issues to prevent future occurrences and yo keep abreast of future developments.	Manufacturers, suppliers, and contractors on issues relating to their area of speciality. Preparation and presentation of documentation, reports and procedures to management, staff and external parties as required relating to operation and support of training equipment Provide technical support/advise to other areas. Evaluate manufacturer's service bulletins and documentation and make recommendations on appropriate actions. Redesign, plan and implement Qantas procedural changes to improve safety and/or reduce costs
6	Train other Technical Officers: to To increase expertise and skill base in simulator department, Succession planning, Increase Staff efficiency, ensure FFS & FTD availability, reliability and comply with warranty	Provide on-the-job training to other Simulator Maintenance Technical Officers and Maintenance Controllers Create Job Cards (HOW TO procedures) for routine/scheduled maintenance (from analysis of manufacturer specifications and identified maintenance trends)
7	Comply with Corporate and Divisional Service Standards.	Knowledge and adherence to corporate and divisional customer service standards. Contribute to the maintenance and relevance of the QA processes applicable to the position
8	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position:	N/A
Payroll (\$'s p.a.):	N/A
Operating Budget:	Budgetary considerations in relation to spare parts and suppliers (including warranty issues with manufacturers, obtaining quotes to find the best market price). Engineering and maintenance support for 9 full flight simulators and other training devices for Boeing, Airbus and Bombardier fleets, including the B747 x 3, B767 x 2, A330 x 1, A380 x 1, DH8 x 2, and the future 787 aircraft. Engineering and maintenance support for 2 part task trainers A380 MFTD x 1 , A330 MFTD x 1
Comments:	Engineering and maintenance support for Door and Evacuation trainers Major customers supported include Qantas, Jetstar, Qantaslink, Virgin, as well as numerous other airlines. Support various worldwide manufacturers and suppliers in investigating warranty issues and on-site technical support Ensures all devices are maintained to meet regulatory compliance (CASA Level D), as per the requirements of Civil Aviation Safety Regulation CASR Part.
Authority:	Technical decision making required on a regular basis, Routine maintenance of training equipment e.g. frequency of job cards, System Configuration management - timing of software backup for FFS/FTD (scheduled and unscheduled)
Revenue:	Support the Qantas Flight Training Commercial Contracts and Projects team by ensuring our third party / external clients experience an exceptional product. This is achieved through preventing or minimising simulator and other QFT training device disruptions.

**Knowledge and Person Specifications**

Associate Diploma Electrical/Electronic Engineering or equivalent

A high level of technical knowledge and experience in a simulator maintenance /engineering capacity.

Simulator technology training on equipment supplied by the following manufacturer's

CAE

THALES

FSI

Rockwell Collins

Miscellaneous

Aircraft Type Systems training for the following aircraft types

Airbus A380

Airbus A330

Boeing B744

Boeing B767

Boeing B787 (within next 12 months)

Dash 8 (300/400)

Pilot Systems and procedure training for the following aircraft

Initial Pilot training

Airbus A380

Airbus A330

Boeing B744

Boeing B767

Boeing B787 (within next 12 months)

Dash 8 (300/400)

Advanced Computer skills including but not limited to

Configuration Management

System Administration

Simulator hardware/software architecture

Simulator utilities operations

IT systems

Operating Systems (win 2000/NT/XP/NT/98, Unix, Linux , Irix, VAX VMS)

C programming language

C++ programming language

Fortran programming language

Visual Basic programming language

Html programming language

Awk and Perl programming language

Microsoft Office (Word, Excel and Access)

Carry out detailed defect investigations .

Good Technical communication skills written and verbal .

Problem solving and analytical skills.

Research skills for identifying, analysing and evaluation of simulator issues .

**Comments**

Does not require grading as TSS EBA 8 covered position

Please archive

MMTH-7UT2JK

MMTH-7UT3AL

MMTH-7UT2YW

TSS Review #12

<b>Employee Signature</b>	<b>Managers Signature</b>
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<b>Date</b>	<b>Date</b>
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## Position Description

### Senior Instructor

Confirmed

Position Title: Senior Instructor

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: APPRENTICE TRAINING ADMIN (9565)

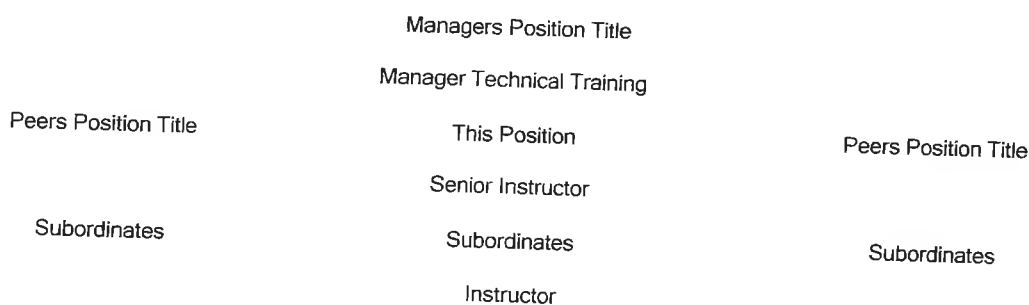
Organisation Unit : APPRENTICE TRAINING ADMIN (9565)

Reference Number: SSST-9QL2K7

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Provides the strategic business development framework to allow Qantas Technical Training to identify and develop current and future work opportunities. Is the marketing focal point for Qantas Technical Training and is also responsible for course scheduling and maintaining customer service standards.



#### Working Relationships

Position	Type and Nature of Relationship
Managers, Supervisors Training Coordinators and trade qualified positions across Qantas Engineering.	
Airframe, engine and component OEMs.	
Airworthiness authorities.	
Planning and technical services engineering departments.	
Qantas affiliates and external customers	Facilitate maintenance requirements of the airline and/ or customer
Network of aerospace and other industry contacts	CASA Compliance
Training Partners (QCollege)	Welfare of direct reports
Aviation Australia	Maintain technical proficiency
ATS	
Blended Learning	
Corporate support services including HR, Emstaff, training etc.	
MINT and MINT users IE: FEDEX, United, Emirates	

#### Key Accountabilities:

	Key Result Area	Major Activities
1	CUSTOMER	<p>To enable information flow, build relationships, keep stakeholders informed and receive feedback.</p> <p>Continuous improvement of training delivery</p> <p>Develop and maintain a training schedule that meets QE and customer needs, is compliant and utilises our resources efficiently and effectively minimising waste and duplication. Service Quality.</p> <p>Utilising the MINT Scheduling program, knowing instructor capabilities and resources available</p> <p>Instructor development and assessment is carried out to ensure we meet quality and regulatory targets. We utilise the processes and procedures set down in our MTOE as approved by CASA.</p>
2	QUALITY	<p>Responsible for the Technical Training Quality System in accordance with CASR Part 147 requirements as detailed in the Maintenance Training Organisation Exposition and Engineering Quality Manual</p> <p>Oversee Continuous improvement ensuring Quality Outcomes</p> <p>All Quality related issues/findings/observations addressed in a timely manner.</p> <p>ensuring regulatory compliance</p>
3	CIRRICULUM AND EDUCATION	<p>Is responsible for the training program content, presentation methods and course note production system and standards (including ongoing development of the course note production system) and also maintains examination standards and examination security to meet the requirements of the CASR 147 Exposition</p> <p>To produce courses that meet customer requirements</p> <p>Examinations meet Regulatory requirement</p> <p>Ensure that the examination system supports the production, security and storage of our examination library</p> <p>Internal audits of courses / training are conducted</p> <p>Updating of students eQ records</p> <p>Courses created in eQ that meet customer requirements.</p> <p>Exams can be produced, and marked, with results recorded and analysed.</p>
4	TRAINING COMPLIANCE	<p>To ensure that QE businesses are aware of significant changes in aircraft maintenance tooling and/or equipment.</p> <p>To ensure that QE Maintenance Personnel/staff are appropriately trained prior to being authorised with a QF certification</p> <p>To enable QE Quality &amp; Safety, Training Coordinators and maintenance staff to use a set of tools, located on the Technical Training intranet site, to perform a training needs analysis/requirement.</p> <p>Training packages are developed that include TNA's, Syllabi and course material. T</p> <p>Training is available and completed prior to aircraft changes/ modifications programmes starting.</p> <p>TNA checklists are developed, reviewed and published on the Technical Training intranet site.</p>
5	PEOPLE DEVELOPMENT	<p>Identify skill deficiency and build staff competency for Direct Reports</p> <p>Provision of adequate and appropriate training to staff.</p>

Staff Development and Assessment to ensure staff standard of delivery and training meets departmental requirements.

- 6 Comply with Corporate and Divisional Service Standards.
- 7 Comply with the Group management system standard and associated policies in the workplace

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: 21 SYD, 10 MEL

Payroll (\$'s p.a.):

Operating Budget: 8.9M

Comments:

Authority:

Revenue: Third Party customer work including non core airlines

**Knowledge and Person Specifications**

**Comments**

As part of the TSS job classification, intent for job to be graded as TSS 7

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description

### Senior Coordinator Apprentice Training

Confirmed

Position Title: Senior Coordinator Apprentice Training

Segment: Qantas Airlines Domestic

Division: ETOMS HR SERVICES 112 (679)

Branch: QANTAS ENGINEERING PEOPLE 112 (679)

Organisation Unit : QANTAS ENGINEERING PEOPLE 112 (679)

Reference Number: NELE-9H58UW

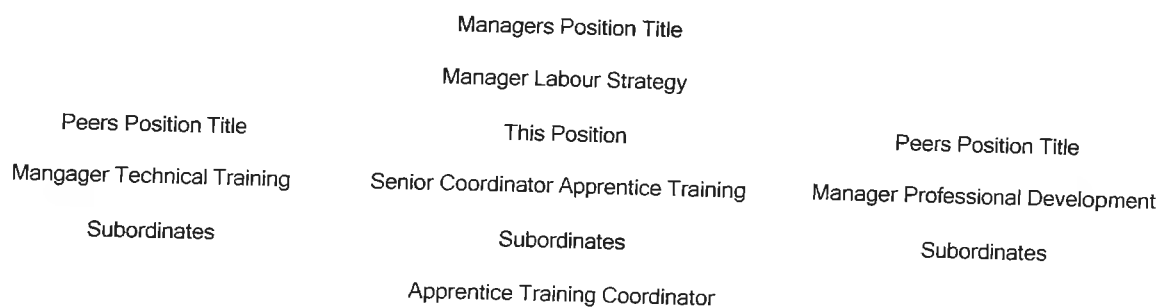
Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

To manage the Qantas Engineering apprenticeship program, providing valuable development, input and support in the deployment of the apprenticeship program strategy nationwide.

This position has the accountability of engaging key internal and external stakeholders on the successful training of apprentices, their requirements and performance. This position has the unique responsibility of protecting our heritage and brand values in recruiting and training apprentices in the aviation sector.

The apprentice training coordinator acts as the single point of contact in dealing with government training bodies as well as government and commercial learning institutions.



#### Working Relationships

Position	Type and Nature of Relationship
Head of QE Human Resources and Change; Qantas Engineering Professional Development Manager; Manager QE Training Co-ordination and Planning; Manager Futuristic Projects E- Learning and Outsourcing; Manager Technical Training; HR business partners; Manager Human Resources (Operations); Senior Operations Managers, Government Bodies, Training Suppliers, Industry Partners	

#### Key Accountabilities:

Key Result Area	Major Activities
Providing Strategic leadership to the	Responsible for the development of the future

	Qantas Engineering apprenticeship program	<p>direction of the national apprenticeship program</p> <p>Responsible for managing the success of the program, ensuring that the apprenticeship program strategy is aligned to the overarching business strategy</p> <p>Responsible for protecting Qantas's heritage and brand values in the recruiting, training and on occasion termination of Qantas apprentices in the aviation sector</p> <p>Representation of Qantas at industry conferences and government training bodies / institutions</p> <p>Comprehend, interpret and advise the businesses on State Acts and Legislations related to the registration and training of apprentices</p>
1		
	Manage day to day operations of the Department	<p>Responsible for advising and guiding the business in the performance management of apprentices in line with state training guidelines</p> <p>Management oversight of workplace placement of apprentices with the training placement based on outstanding competencies required to achieve trade outcomes</p> <p>Manage all day to day operations of the apprentice program and the people within it</p> <p>Management of leased properties in Brisbane Queensland including the procurement, disposal, maintenance requirements, inductions, and the meeting of all lease requirements</p> <p>Provide expert advice and assistance to the operational businesses on apprentice related matters</p> <p>Responsible for managing the workloads and priorities of the apprentice program and associated team</p> <p>Interactions with apprentices on work related issues</p> <p>Provide leadership and counsel to the apprentices on training related issues</p> <p>Manager the apprentice training budgets with a focus on a lean operating model</p>
2		
	Lead the annual apprentice recruitment program	<p>Develop an apprentice recruitment strategy that focusses on diversity fostering the interest of minority groups in the aviation trades sector</p> <p>Represent Qantas at trade fairs, forums and expos to promote the apprenticeship program</p> <p>Implement the recruitment diversity program in a way that is both successful and sustainable</p> <p>Develop and implement a project plan for the annual recruitment of apprentices</p> <p>Tracking performance to plan during recruitment execution</p> <p>Manage all key external and Internal stakeholders leading up to and during execution of the recruitment process</p> <p>Develop, organise and Manage key recruitment activities eg Assessment centres, Interview panels</p> <p>Develop, organise and execute Company orientation briefings</p>
3		
4	Participate / represent Qantas in / on Industry bodies	<p>Represent Qantas and Qantas's interests at various levels including:</p> <p>State training committees</p> <p>State training board disciplinary hearings</p> <p>National Industry training meetings</p>
	Comply with Corporate and Divisional Service Standards.	<p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts. Work in accordance with Qantas company service standards and</p>

5

adhere to business unit policies and procedures at all times.  
 Maintain a professional rapport with colleagues. Always be a role model for required behaviours. Lead by example.  
 Share information and ideas, and actively encourage participation from others.  
 As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.

6

Comply with the Group management system standard and associated policies in the workplace

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: 4

Payroll (\$'s p.a.): \$500,000

Operating Budget: \$3.5M

Comments:

Authority:

Revenue: \$300,000

**Knowledge and Person Specifications**

Proven management / supervisory experience  
 Proven ability to manage or understand a budget  
 Be able to relate and communicate to all levels of staffing hierarchy  
 An understanding of project management concepts  
 Customer focused with an ability to build effective working relationships both internal and external to Qantas Engineering  
 Knowledge of the education/training sector including training design principles  
 Thorough knowledge of State Training Requirements in each State  
 Strong Understanding of the aviation industry and Aeroskills Training Package requirements  
 Good understanding of WH&S and EEO requirements  
 Good understanding of recruitment practices and interviewing techniques  
 Practical experience in training and or mentoring apprentices  
 Able to effectively influence and negotiate  
 Excellent written and spoken communication skills with demonstrated strong organisational skills  
 Advanced computer literacy with advanced skills with PC Applications ie Word, Powerpoint, Excell, EMSTAFF  
 Excellent administrative and organisational skills  
 Understanding of HR systems and processes with experience in people management

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Principal Technical Officer, Policy & Procedures

**Confirmed**

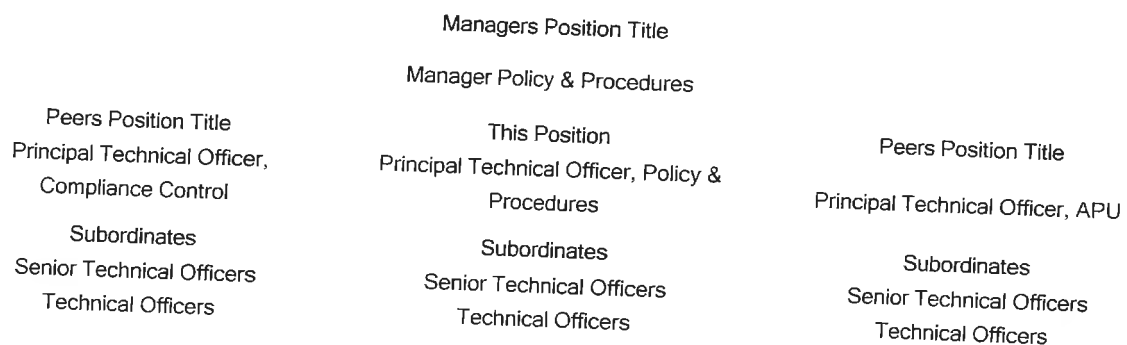
Position Title: Principal Technical Officer, Policy & Procedures  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: AIRCRAFT AIRWORTHINESS 488 (2855)  
 Organisation Unit : POLICY & PROCEDURES 232 (738)  
 Reference Number: DDFL-9DS3G5  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The position provides management and oversight of amendments to policy, procedure and related documents in the Document Management System (DMS).

This position is also responsible for prioritising, intervening and assisting with leading the Policy & Procedures (P&P) group in the local implementation of projects for major projects affecting the Controlled Manual Suite. In addition, they ensure all projects are managed in line with the requirements of QE Change Management requirements.

In addition, they are responsible for the operational supervision and reporting of subordinate staff workloads, and assisting the Manager Policy & procedures with urgent department issues.



#### Working Relationships

Position	Type and Nature of Relationship
Quality Managers (AA and AMS)	Review and acceptance of changes to procedures.
Compliance Manager / Approval	Regulation compliance and approval of changes to procedures.
Manager P&P	Operational updates and Project working groups.
Change requestor (Anywhere in QE)	Clarification of change requests and engagement to resolve issues during review cycle.
IT Services	Identification and resolution of IT issues with Document systems for daily operations.
Manager Safety Investigations	Discussion of P&P allocated Quality investigation reports.

#### Key Accountabilities:

Key Result Area

Major Activities

1	Control amendments to DMS using defined processes	Completion of assigned work in workflow and document management systems Customer feedback by way of additional requests for change. Feedback during regular appraisals and performance management
2	Lead and/or assist in special projects	Undertake additional project based activities beyond the scope of core business units function, to meet Project targets and implementation Successful accomplishment of key milestones
3	Ensure all department activities are conducted in accordance with relevant procedures	Weekly updates to manager of department work status and issues with targets in line with KPIs. Manage internal processes to ensure operational requirements for the DMS are met Ensure all system information is updated to latest releases Monitor delays, disruptions and failures in DMS and implement appropriate recovery procedures. Manage manpower requirements through the development and implementation of a cost effective manpower roster. Support and maintain the integrity of the DMS and ensure any defects or errors are identified and reviewed, with appropriate preventative measures implemented.
4	Supervise department staff in processing of change requests.	Ensure team members are provided with direction and development opportunities that challenge and motivate them to achieve excellence. Develop a culture that delivers excellence in operational performance and customer relationship with a focus on QF profitability. Develop and implement communication strategies that ensure team members have a clear understanding of business objectives and developments. Engage staff in decision making and recognise their achievements. Manage the recruitment, performance and development/progression of team members to achieve the business objectives.
5	Initiate and facilitate process improvement and self-audits.	Manage/conduct the ongoing audit and surveillance of DMS practices to ensure that the data is updated correctly and that any issues detected are corrected. Support the Quality & Safety Part 145 Audit program with respect to DMS when conducted by Qantas Safety. Address any audit findings detected by Internal Audits, CASA or other external NAAs and ensure that preventative action is implemented and adequate finding responses provided.
6	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	- Act in accordance with Qantas Service standards.  - Work with due care and consideration to safeguard their own health and safety and the health and safety of others - Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical
7		

treatment as and when necessary.  
Attend, when directed, any course of training or instruction related to health and safety issues.  
Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	NA
Comments:	NA
Authority:	Within scope of role
Revenue:	NA

**Knowledge and Person Specifications**

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure.  
Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.  
10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. (provides exposure to multiple systems and an understanding of how they interact)  
Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.  
Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.  
Strong MS Office skills and applications to support generation of reports and communications for department activities.  
Effective time management skills with an ability to prioritise department tasks while working on multiple projects.  
Excellent verbal and written communication skills, with proven technical writing ability.  
Ability to quickly take up new technologies and develop proficient skills with minimal assistance.  
Competency in communicating with Senior Management on operational and project issues.  
Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.  
Highly motivated, self driven and can work without supervision;  
Ability to work in a team environment but can also work independently when necessary;

Comments

Employee Signature	Managers Signature
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Date	Date
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## Position Description

### NDT Inspector - Level 3

**Confirmed**

Position Title: NDT Inspector - Level 3

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

Organisation Unit : BUDGETS&RESCS LINE MNT OPS 610 (5074)

Reference Number: SSST-9E4SR2

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Deliver quality NDT services to the organisation and customers on time in a compliant manner. This requires Inspector to perform , report and certify for Non Destructive Inspections on aircraft , engine and components, in accordance with approved data , using various NDT methods enabling aircraft to fly in a safe manner.

	Managers Position Title	
	NDT Supervisor	
Peers Position Title	This Position	Peers Position Title
	NDT Inspector - Level 3	
Subordinates	Subordinates	Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
Managers , supervisors and trade qualified positions	
Airworthiness Authorities	Facilitate maintenance requirements
Planning and Technical services	Ensure NDT inspector remain compliant
Qantas affiliates and external customers	Maintain technical proficiency
Network of aerospace and industry contacts	

#### Key Accountabilities:

Key Result Area	Major Activities
Accountable for the provision of NDT services	<p>Ensure inspection services are completed meeting requirements of the airline and its customers</p> <p>Ensure aircraft serviceability</p> <p>Responsible for work performed and ensuring work is done in a compliant manner</p> <p>Report defects to QF engineering in order for repairs to be carried out</p> <p>Ensure equipment is serviceable</p> <p>Ensure documentation is correct</p> <p>Perform NDT inspections</p> <p>Perform pre and post inspection</p> <p>Ensure equipment used is calibrated according to</p>

standards  
 Certify aircraft task card  
 Check and revalidate equipment  
 Responsible for making technical NDT assessments and judgements  
 Provide expert knowledge to engineering management and personnel  
 Approve in-house techniques  
 Review and approve NDT techniques  
 Conduct audits to ensure staff meet regulatory compliance

- |   |  |  |
|---|--|--|
| 2 | Undertake training to maintain currency of qualifications  | Ensure regulatory compliance is maintained<br>Complete training in timely manner   |
| 3 | Perform specific and practical examinations of NDT staff   | Ensure NDT staff successfully meet the regulatory requirements of examinations   |
| 4 | Comply with Corporate and Divisional Service Standards.<br>Comply with the Group management system standard and associated policies in the workplace |  |
| 5 |  | Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies |

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue: 3rd party work

**Knowledge and Person Specifications**

Level 3 NDT Aerospace qualification  
 Certificate IV skills training  
 CAANZ Jetconnect  
 Human Factors  
 Basic Metallurgical knowledge  
 Strong aircraft experience  
 Hold CASA NDT Maintenance authority  
 Experience in training and quality functions  
 Communication skills  
 Report writing  
 Advanced Microsoft skills

Comments

Employee Signature	Managers Signature
Date	Date



## Position Description

### Coordinator Customer Service Delivery

Confirmed

Position Title: Coordinator Customer Service Delivery

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

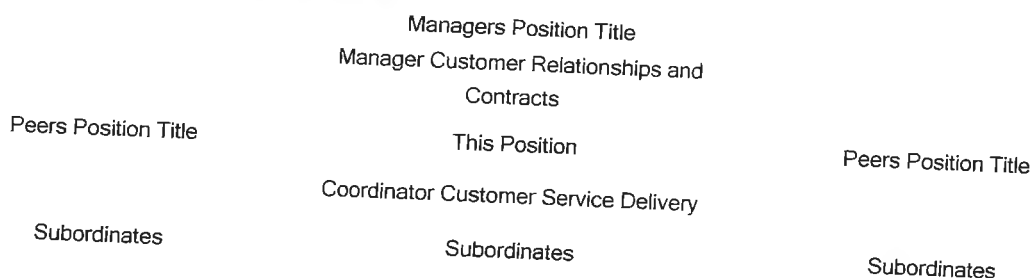
Organisation Unit : STATION PRODUCTION SUPPORT 653 (3852)

Reference Number: SSST-9E54MM

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Many varied roles including the entire process of organising travelling engineers, conducting audits and training of Qantas ports and maintenance providers. Continued support of the IFE department with reporting. Quality and Safety Coordinator for S.E Asia.



#### Working Relationships

Position	Type and Nature of Relationship
Port Managers	Manpower planning, quality and safety issues.
Licensed Engineers	Organising postings, pay and rosters.
Duty Travel	Processing QTA's for engineers
Payroll	Calculating Station Duty Allowance for engineer
Maintenance Providers	Conducting audits and training, checking and processing of
Engineering managers and planners	Invoices
	Selecting of engineers for postings

#### Key Accountabilities:

Key Result Area	Major Activities
Organise postings of engineers throughout the Qantas network	Ensure appropriate licence coverage is deployed
	Calculate costs of secondments, supply finance dept with a monthly report.
	Ensure Cost centres are compensated for supplying engineers
	Lisae with with all OS ports in the Qantas network in relation to Quality and Safety.
Conduct audits of Maintenance	Ensure work is carried out as per Qantas policy

2	suppliers and Qantas Operations	Ensure quality and safety standards are met. Ensure our suppliers comply with Qantas policy.
	Report on performance of Rockwell Collins IFE system	Report, monitor and manage rectification on the RC IFE system. Audit IFE Maintenance Providers and assure the contractual requirements are met. Management of access to QF IT for IFE maintenance provider's world wide. Audit missing coupons within the Qantas compliance on line log system. Management of aircraft monthly media content for IFE system. Management and approval of Rockwell Collins invoicing for IFE contract world wide. Flying Technical support for aircraft diagnosing of IFE faults. Training engineering personnel in many aspects of IFE systems documentation procedures and safety. Customer focal point for IFE Line operations to cabin systems, MOC and cabin crew for all fleet types. Coordinate between supplier (RC) and engineering with any requirements Tech support for IFE engineering for Qantas / RC world wide.
3		
4	Comply with Corporate and Divisional Service Standards.	
	Comply with the Group management system standard and associated policies in the workplace	
5		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: nil

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Determine if Maintenance providers meet Qantas standard  
Invoices are correct before paying  
Amount of money an engineer is to be paid for an overseas posting.  
Whether ports are working safely

Authority:

Revenue:

#### Knowledge and Person Specifications

Knowledge of the IFE operation and system. Ability to understand the Cabin / IFE log and decipher the entries.  
Knowledge of the reporting procedures.  
Experience with the operation of overseas ports.  
Understanding of audit procedures and the ability to communicate well with other nationalities.  
Understanding of the QTA, SDA and entire posting process and requirements.  
Microsoft Office Applications.

Comments



## Position Description Principal Technical Officer

Confirmed

Position Title: Principal Technical Officer  
Segment: Qantas Airlines Domestic  
Division: QANTAS ENGINEERING 485 (489)  
Branch: ENGINEERING SERVICES 488 (2855)  
Organisation Unit : A/C COMMERCIAL PROJECTS 493 (5963)  
Reference Number: RREL-9U83HR  
Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Aircraft Commercial Projects is responsible for the development and implementation of aircraft cabin interior modifications on behalf of the Qantas Group. This includes new aircraft programs as well as programs for the operational fleet. This role involves working with various internal departments to define new requirements to develop costing proposals for Senior Executive or Board approval, and working with suppliers to deliver those requirements.

#### The role involves:

- Working with internal departments to develop ideas, concepts and wish lists and then assisting in the engineering and implementation of these.
- Developing Engineering Instructions / Engineering Authorities
- Assessing technical service literature and other aircraft maintenance documentation.
- Working with suppliers and OEMs to assist them in developing technical data.
- Reviewing technical training material from suppliers for fitness.
- Creation of training material.
- Participation in project-related risk assessments.
- Reviewing the maintenance system tasks, both routine and embodiment.
- Developing and managing purchase order schedules.
- Providing Qantas representation at supplier site, both for project milestone meetings and general production support.
- Acceptance of supplier's product on behalf of Qantas (FAI).
- Provision of embodiment support.
- Provision of input data into project proposal development.
- Provision of engineering representation for assessment of suppliers and maintenance providers for new projects.

Managers Position Title		
Principal Engineer		
Peers Position Title	This Position	Peers Position Title
Principal Technical Officer		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Customer Experience (various roles from Senior Executive to Subject Manager)	Primary stakeholder, meeting and understanding their needs
Suppliers, Qantas Supply Chain (Various roles)	

from VP sales to Project Engineers)  
Fleet support organisations: Flight Operations,  
Cabin Crew, In-Flight Services, Technical Training  
(various from Fleet managers, chief pilots to EP  
instructors)

Ensuring that the suppliers are meeting QF expectations  
regarding product delivery  
Engagement in new concept development, new product  
development, and entry into service support.

#### Key Accountabilities :

	Key Result Area	Major Activities
1	Project Engineering - 60%	Successful project embodiment 'on time' and 'on budget' and quality. Project maintains agreed schedule, budget, quality and budget when managed per agreed Program Management Procedures (PMP) framework.
2	Vendor Support - 15%	Maintaining vendor performance to QF SOR / SOW and PMP. Vendors maintaining deliverables per contract, e.g. budget and schedule.
3	Statement of Requirements (SOR) / Statement of Work (SOW) definition - 10%	Complete and correct project scope definition for supplier contracts to support project. Project design matches customer expectations and is fully documented. Requirements, Traceability, Verification matrix..
4	Authority to Provide Data (APD) (QEP) preparation - 10%	Project approval based on APD with Board-approved funds. Project APD matches final detailed costing and scope on Project approval.
5	Support of Product Entry Into Service (EIS) to the customer, Fleet Support Team, etc. - 5%	Smooth EIS with any issues resolved in a timely manner. No Major EIS issues unresolved.
6	Major Challenges	Managing scope change whilst maintaining schedule and budget across multiple suppliers and stakeholders. Striving to deliver product to market faster than competitors. Working to deliver the latest product at a maturity level required for our operational needs. Evolving regulatory environment - changes in technical standards that occur during the project. Managing multiple global suppliers and manufacturers across multiple time zones. Significant out of normal hours contact and work. Managing multiple projects across multiple fleet types with varying roles in each project based on the project needs. Significant duty travel requirements.
7	Comply with Corporate and Divisional Service Standards.	
8	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority )

People Reporting to this Position: 0

Payroll (\$'s p.a.):

Operating Budget: Capital Budgets ranging up to \$400m

Comments:

Decisions expected:  
Accept final product on behalf of QF (FAI). provide engineering decisions for project design at project milestones.

Authority:

Recommendations expected:  
Recommend approval of supplier quotes.  
Approval of product baseline changes.  
Recommend certification path for project issues to meet internal compliance and regulations affecting project.  
Incorporation of vendor service literature.  
Changes to the System of maintenance.  
Content of technical instructions (EA/EO/EI).  
Content of Statement of Requirements / Statement of Work.

Revenue:

#### Knowledge and Person Specifications

Knowledge and Experience:

Regulatory awareness across international and local Airworthiness Organisations

Project management methodology experience.

Experience in aircraft maintenance, with particular focus on aircraft cabin / cabin systems knowledge across a range of aircraft types.

Financial control systems awareness.

Competition Law Practices

OH&S regulations (global standards)

Qantas project design guide practices.

Industry design standards (global)

Quality assurance practices

Practical / Specialist Skills:

Aircraft Trade Certificate

Advanced certificates (optional)

Associate diploma (optional)

Computer skills - office, Project, CAD

Licensed Aircraft Maintenance Engineer (optional)

Other Skills / Competencies:

Self-motivation, the ability to work alone and as part of a team.

Good communication skills (has contact with many levels within and outside the company)

Ability to represent Qantas whilst overseas at all levels

Ability to travel

Comments

no. 83 & no 21 at Carla's end

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description Senior Technical Officer

Confirmed

Position Title: Senior Technical Officer  
Segment: Qantas Airlines Domestic  
Division: QANTAS ENGINEERING 485 (489)  
Branch: ENGINEERING SERVICES 488 (2855)  
Organisation Unit : A/C COMMERCIAL PROJECTS 493 (5963)  
Reference Number: RREL-9U7VEN  
Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Aircraft Commercial Projects is responsible for the development and implementation of aircraft cabin interior modifications on behalf of the Qantas Group. This includes new aircraft programs as well as programs for the operational fleet. This role involves working with various internal departments to define new requirements to develop costing proposals for Senior Executive or Board approval, and working with suppliers to deliver those requirements.

#### The role involves:

- Working with internal departments to develop ideas, concepts and wish lists and then assisting in the engineering and implementation of these.
- Developing Engineering Instructions / Engineering Authorities
- Assessing technical service literature and other aircraft maintenance documentation.
- Working with suppliers and OEMs to assist them in developing technical data.
- Reviewing technical training material from suppliers for fitness.
- Creation of training material.
- Participation in project-related risk assessments.
- Reviewing the maintenance system tasks, both routine and embodiment.
- Developing and managing purchase order schedules.
- Providing Qantas representation at supplier site, both for project milestone meetings and general production support.
- Acceptance of supplier's product on behalf of Qantas (FAI).
- Provision of embodiment support.
- Provision of input data into project proposal development.
- Provision of engineering representation for assessment of suppliers and maintenance providers for new projects.

Managers Position Title		
Principal Engineer		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Customer Experience (various roles from Senior Executive to Subject Manager)	Primary stakeholder, meeting and understanding their needs
Suppliers, Qantas Supply Chain (Various roles)	

from VP sales to Project Engineers)  
Fleet support organisations: Flight Operations,  
Cabin Crew, In-Flight Services, Technical Training  
(various from Fleet managers, chief pilots to EP  
instructors)

Ensuring that the suppliers are meeting QF expectations  
regarding product delivery  
Engagement in new concept development, new product  
development, and entry into service support.

**Key Accountabilities :**

	Key Result Area	Major Activities
1	Project Engineering - 60%	Successful project embodiment 'on time' and 'on budget' and quality. Project maintains agreed schedule, budget, quality and budget when managed per agreed Program Management Procedures (PMP) framework.
2	Vendor Support - 15%	Maintaining vendor performance to QF SOR / SOW and PMP. Vendors maintaining deliverables per contract, e.g. budget and schedule.
3	Statement of Requirements (SOR) / Statement of Work (SOW) definition - 10%	Complete and correct project scope definition for supplier contracts to support project. Project design matches customer expectations and is fully documented. Requirements, Traceability, Verification matrix..
4	Authority to Provide Data (APD) (QEP) preparation - 10%	Project approval based on APD with Board-approved funds. Project APD matches final detailed costing and scope on Project approval.
5	Support of Product Entry Into Service (EIS) to the customer, Fleet Support Team, etc. - 5%	Smooth EIS with any issues resolved in a timely manner. No Major EIS issues unresolved.
6	Major Challenges	Managing scope change whilst maintaining schedule and budget across multiple suppliers and stakeholders. Striving to deliver product to market faster than competitors. Working to deliver the latest product at a maturity level required for our operational needs. Evolving regulatory environment - changes in technical standards that occur during the project. Managing multiple global suppliers and manufacturers across multiple time zones. Significant out of normal hours contact and work. Managing multiple projects across multiple fleet types with varying roles in each project based on the project needs. Significant duty travel requirements.
7	Comply with Corporate and Divisional Service Standards.	
8	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: 0

Payroll (\$'s p.a.):

Operating Budget: Capital Budgets ranging up to \$400m

Comments:

Decisions expected:

Accept final product on behalf of QF (FAI). provide engineering decisions for project design at project milestones.

Recommendations expected:

Recommend approval of supplier quotes.

Approval of product baseline changes.

Recommend certification path for project issues to meet internal compliance and regulations affecting project.

Incorporation of vendor service literature.

Changes to the System of maintenance.

Content of technical instructions (EA/EO/EI).

Content of Statement of Requirements / Statement of Work.

Authority:

Revenue:

#### Knowledge and Person Specifications

Knowledge and Experience:

Regulatory awareness across international and local Airworthiness Organisations

Project management methodology experience.

Experience in aircraft maintenance, with particular focus on aircraft cabin / cabin systems knowledge across a range of aircraft types.

Financial control systems awareness.

Competition Law Practices

OH&S regulations (global standards)

Qantas project design guide practices.

Industry design standards (global)

Quality assurance practices

Practical / Specialist Skills:

Aircraft Trade Certificate

Advanced certificates (optional)

Associate diploma (optional)

Computer skills - office, Project, CAD

Licensed Aircraft Maintenance Engineer (optional)

Other Skills / Competencies:

Self-motivation, the ability to work alone and as part of a team.

Good communication skills (has contact with many levels within and outside the company)

Ability to represent Qantas whilst overseas at all levels

Ability to travel

Comments

no. 22 & no 80

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description

### Senior Technical Officer, APU's

**Confirmed**

Position Title: Senior Technical Officer, APU's

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : EFM ADMIN 421 (666)

Reference Number: AARA-96EVZP

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

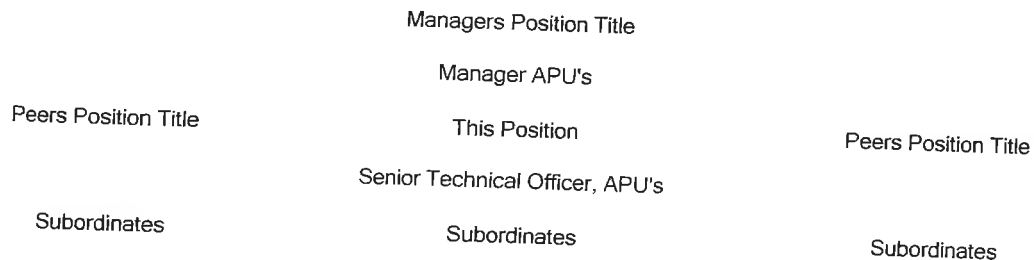
#### Position Summary

The purpose of this position is to provide APU Maintenance Planning & Scheduling, Logistics and Receipt Compliance. This position requires a complex understanding of Aircraft APU Types, Operation, Compliance, Airworthiness Directives, Defects, Component Time/Life limits for the continued operation of APUs within Australian CASA Regulations.

**Maintenance Planning & Scheduling.** Planning and scheduling of APU removals directed by the APU PPE and utilising the APU Maintenance Removal Plan.

**Logistics:** Manage and oversee APU logistics in consultation with the MRO.

**Receipt Compliance.** Referencing the workscope and other MRO paperwork, receipting the APU's to deliver an APU acceptable to the Qantas System of maintenance and in accordance with the Qantas policy and procedures manual.



#### Working Relationships

Position	Type and Nature of Relationship
Spare Engine Management	Logistics of removed APU's / Consultation of work requirements pre and post shop visits.
APU PPE and PTO	Workscope and MWR requirements/recommendations and APU removal Plans.
Maintenance Watch (Syd)	Daily Aircraft defects relating to "On wing" 747/767/A330 & A380 APU / Engine defects. Working together for defect resolution.
Honeywell	Receipt Compliance and Logistics
Hamilton Sunstrand	Receipt Compliance and Logistics
Fleet Support Team	Maintenance Support / Technical issues

#### Key Accountabilities

	Key Result Area	Major Activities
1	APU Airworthiness & Receipt Compliance	<p>E.I.'s / EA's Engineering Reports  Review Service Literature and action in accordance with the Modifications Policy  Manage configuration in CAMEO / MXI including life-limit controls and inter-changeability  Assess requests and proposed changes to the APU maintenance programs and make recommendations to the respective Principal Engineer /Fleet Manager  Assist in developing worksopes for APUs Review shop visit / strip reports and identify opportunities to improve operational performance and cost of ownership  Provide specialist technical support  Review proposed used / exchange / PMA parts and alternate (eg DER) repairs  Compile and issue engine / APU status reports</p>
2	APU Maintenance Planning	<p>Coordinate on-wing and off-wing engine activities including engine change logistics, MWRs, FLRs, spare engine compliance, MRO slot coordination, engine transportation and lease engine pre &amp; post checks</p>
3	Engineering Authority (Advices)	<p>Support of all of the above Items  Qantas Engineering Authority Data Base</p>
4	APU Workscoping (Level of maintenance required for Unserviceable APU's)	<p>Repair/Restore Unserviceable APU to a serviceable Condition maintaining compliance.  Turn Times of APU shop Visits and Workscope discrepancies on receipt</p>
5	Receipt Compliance Issues	<p>Receipting of APU back into the Qantas System of Maintenance using Workscope, Workpacks / MXI / LLP Changes Ect.  Workscope Revisions / amendments/ Alterations  Engineering Authorities</p>
6	Miscellaneous Tasks	<p>ADHOC tasks as required</p>
7	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.  Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.  Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.  Maintain a professional rapport with colleagues. Share information and ideas, and actively encourage participation from others.  As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;  Immediately report all incidents (including dangerous occurrences) and hazards  Observe all instructions issued to protect their health and safety and the health and safety of</p>

others, including seeking appropriate first aid or medical treatment, as and when necessary  
 Attend, when directed, any course of training or instruction related to health and safety  
 Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies  
 Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees  
 Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget:

Comments:

The most difficult types of problems or the major challenges in the job include- Complexity of knowledge required to fully support approximately 200 APU's By 6 different types across 5 fleet types in a small manpower group.

Dealing with an aircraft component that cycles totally independent from the aircraft thus MXI and the Maintenance System is no tailored to deal with APU operation

Decision expected-

APU meeting Receipt Compliance standards

Scheduling APU removals at an appropriate time so not to disrupt the fleet operation and maintained spare engine levels

APU Logistics action

Authority:

Recommendations expected-

Corrective actions to allow Receipt Compliance

When APU is to be removed including raising tasks and logistics of APU / LRU removal.

Receipt Compliance Priorities

Revenue:

#### Knowledge and Person Specifications

Successful completion of an aviation related trade certificate &/or technical diploma or equivalent specialist knowledge and experience

Key Knowledge of 6 APU types including Honeywell 85-129K, 131-9B, 331-200 and 331-350. Pratt and Whitney PW901A and PW980A.

Sound knowledge of APU Maintenance Systems and Qantas / Vendor maintenance practices.

Expertise in relevant computer systems including: MXI & Supply.

Sound Knowledge of narrow body and wide body Aircraft heavy and Line Maintenance programs for the application of work to be carried out at aircraft intervals

Ability to work unsupervised and to strict time frames.

Ability to train other staff.

Experience in an Engineering, support role in maintenance control or maintenance systems.

Ability to communicate (written and oral), with a wide range of staff.

Well developed interpersonal and representational skills

Demonstrated analytical skills, including the ability to :

adopt a systematic approach to problem solving in a complex technical environment ;

exercise sound professional judgment under pressure

Proven ability to work effectively in a multi disciplinary team environment and a willingness to adapt positively to, and facilitate change.

Demonstrated proficiency in the use of Microsoft Office IT software.  
Detailed understanding of the Qantas System of Maintenance.  
Familiarity with aircraft industry documentation (OEM Service Literature, AD's etc).  
Working knowledge of CASA policies, standards, regulations, orders and procedures relating to Airworthiness.  
Willingness to undertake further education related to the position.  
Practical knowledge of aerospace materials and process disciplines related to the maintenance and operation of large commercial aircraft.  
Familiarity with current and developing technology related to aerospace materials, processes and maintenance process.  
Ability to prepare well developed formal presentations and reports; present complex technical and/or operational material in a variety of forums

**Comments**

TSS Classification Review

<b>Employee Signature</b>	<b>Managers Signature</b>
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<b>Date</b>	<b>Date</b>
<hr/>	<hr/>



## Position Description

### Senior Technical Officer, Receipts Compliance

**Confirmed**

Position Title: Senior Technical Officer, Receipts Compliance

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ENGINEERING SUPPLY CHAIN 260 (9034)

Organisation Unit : RECEIPTS COMPLIANCE 409 (7464)

Reference Number: YYHO-9E48XU

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Position is responsible for part data integrity, processing components for external repair, processing ROR items, raising and receipting PO's and Technical query resolution. Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. The role includes supervisory responsibilities including training and coaching Tech Officers, assisting with manpower allocation and managing workflow through the Receipt Compliance team.

Managers Position Title		
Controller Receipts Compliance		
Peers Position Title	This Position	Peers Position Title
Analyst, Repair Management	Senior Technical Officer, Receipts Compliance	Senior Technical Officer
Subordinates	Subordinates	Subordinates
Technical Officer, Receipts Compliance		

#### Working Relationships

Position	Type and Nature of Relationship
Specialist Engineering Groups	Advice on part handling and technical support
Compliance Control	Advice on part handling and technical support
Maintenance Departments	Advice on part handling and technical support
Maintenance Standards & Systems	Advice on part handling and technical support
Maintenance Watch	Advice on part handling and technical support
Stores and Operations departments	Advice on part handling and technical support
Warranty Department	Advice on part handling and technical support
Category Management teams	Advice on part handling and technical support

#### Key Accountabilities:

Key Result Area	Major Activities
1 Maintain Configuration Data Integrity	Monitor the status of AD or etops affected parts through: Monitoring Maintenance Information System Reports Improving processes used to manage AD related parts
Process components for external	Work in accordance with policy & procedures in the

2	repair, ensuring compliance	<p>processing of components for repair to external vendors.</p> <p>Process of compliance checking of receipts after repair from external vendors</p> <p>Process raw materials, scrap items, quarantine items, Buyer Furnished Equipment (BFE)</p>
3	Process ROR (Recertify or Repair) items	Identify and investigate ROR items for recertification.
4	Continuous improvement	Participate in projects as required to implement opportunities to improve the business
5	Raising and receipting PO's (Purchase Orders)	Use Share Email database to manage remote drop shipments.
6	Technical query resolution	<p>Use Share Email database to answer queries from vendors, Repair management or Category Management.</p> <p>Escalate complex queries to Engineering Services using ERes system.</p>
7	Supervise and develop people, manage workflow	<p>Contribute to development of team members by conducting on job training and ongoing coaching</p> <p>Work with other STO's and Controller Receipt Compliance to allocate manpower.</p> <p>Work with other STO's and Controller Receipt Compliance to manage the team's workflow in line with KPI's and performance metrics.</p>
8	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards.</p> <p>Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</p> <p>Maintain a professional rapport with colleagues.</p> <p>Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
9	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;</p> <p>Immediately report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p> <p>Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees</p>

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority: Production Examiner

Revenue:

**Knowledge and Person Specifications**

Ability to conduct on the job training and coaching within RC team.

Effective planning and prioritising skills for workflow management.

Hold a Trade Certificate, eg Aircraft Maintenance Engineer and the ability to hold a Production Examiner authority.

Ability to communicate (written and oral), with a wide range of staff.

Well developed interpersonal and representational skills

Demonstrated analytical skills, including the ability to :

- adopt a systematic approach to problem solving in a complex technical environment ;
- exercise sound professional judgment under pressure

Proven ability to work effectively in a multi disciplinary team environment and a willingness to adapt positively to, and facilitate change.

Ability to meet Corporate and Divisional/Departmental Service Standards.

Demonstrated proficiency in the use of CAMEO, MXI, SUPPLY, AQD, Form 500, ERes, AV-Data, My Qantas Fleet, ADOC Navigator, QEPM, Microsoft Word and Excel

Detailed understanding of the Qantas System of Maintenance.

Familiarity with aircraft industry documentation (OEM Service Literature, AD's etc).

Working knowledge of CASA policies, standards, regulations, orders and procedures relating to Airworthiness.

Willingness to undertake further education related to the position.

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description Senior Quality Engineer

Confirmed

Position Title: Senior Quality Engineer

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: QANTAS ENGINEERING 485 (489)

Organisation Unit : QUALITY & SAFETY - AMS 458 (691)

Reference Number: DDSM-9NR8YC

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Responsible to the Manager Quality & Safety - AMS, through the applicable Quality Manager for quality assurance & safety duties dependant upon the location within Quality & Safety - AMS department. This is a high level of regulatory knowledge dependant position with a required broad Qantas Engineering experience covering aircraft, engine and component maintenance processes, regulatory compliance and certification requirements. This position provides regulatory oversight of the Qantas Engineering - AMS Part 145 production units.

Managers Position Title		
	Manager Quality	
Peers Position Title	This Position	Peers Position Title
Senior Auditor	Senior Quality Engineer	NDT Quality Surveyor.
Subordinates	Subordinates	Subordinates
0	0	0

### Working Relationships

Position	Type and Nature of Relationship
Manager Quality & Safety - AMS Manager Quality - SYD, MEL, BNE Manager Operational Training CASA, FAA, EASA, CAA NZ etc QE Production Management Certifying employees and AMEs Workshop employees.	Accountable to MQ&S - AMS via the applicable Manager Quality Report to and takes direction from the Manager Quality Working to the various airworthiness regulations and requirements Provides Quality Assurance support and guidance to managers and their production units Works with QE employees to carry out audits, investigations and provide regulatory compliance/certification support.

### Key Accountabilities :

Key Result Area	Major Activities
Audit, audit preparation and facilitation	Internal Audits * Perform component maintenance product audits * Perform National Airworthiness Authority (NAA) annual audits * Perform production unit surveillance - domestic and overseas

1		<ul style="list-style-type: none"> <li>* Manage audit database entries for findings and actions as required. Validate actions</li> <li>Facilitate External Audits conducted by Airworthiness Regulators, Certification bodies and Safety Services</li> <li>* Perform pre audit assessment</li> <li>* Perform audit facilitation - announced and unannounced</li> <li>* Carry out post audit administration (AQD/Intelex)</li> <li>* Manage audit database entries for findings and actions as required. Validate actions</li> </ul> <p>Outcome - Internal and External audit plans completed each year.</p>
2	Investigation of maintenance error	<p>Perform MEDA and TapRoot Investigations</p> <ul style="list-style-type: none"> <li>* Perform MEDA and TapRoot investigations for medium or higher risk events or if instructed by the Accountable Manager or Port Manager</li> <li>* Perform MEDA investigation findings/actions acceptance/validation for business led investigations</li> <li>* Raise investigation report and manage investigation database entries for findings and actions as required. Validate actions</li> <li>* Assist production units with their investigations as required</li> </ul> <p>Outcome - investigation causes identified and actions in place to prevent a re-occurrence.</p>
3	Authorisation of certification employees and General Approvals	<p>Authorisation of certifying employees - LAME/PE/NLCS/SMC/Welder/NDT.</p> <ul style="list-style-type: none"> <li>* Evaluate authorisation applications</li> <li>* Provide application support and guidance</li> <li>* Brief applicant prior to approval</li> <li>* Grant authorisation and create or update eQ records and files</li> <li>* Grant approval for access to maintenance computer systems (Maintenix, ARC database etc)</li> <li>* Manage eQ qualification database.</li> </ul> <p>Outcome - certifying employees correctly authorised or approved in accordance with Part 145 requirements.</p>
4	Evaluate subcontractor, changed facilities, processes, production and third party customers	<p>Part 145 Subcontractor approval</p> <ul style="list-style-type: none"> <li>* Carry out site assessment and report, evaluate certification process, consider manufacturing requirements.</li> </ul> <p>Changed facilities, processes, production requirements</p> <ul style="list-style-type: none"> <li>* Evaluate and assess, change management process, raise reports, update documentation and gain approvals</li> </ul> <p>Third party customers</p> <ul style="list-style-type: none"> <li>* Carry out assessment of requirements for technical handling of third party customers with respect to regulatory requirements, write reports, create documentation and gain approvals. Provide certification advice as required.</li> <li>* Liase with customers</li> </ul> <p>Outcome -Subcontractors, facilities and third party operators approved to maintain regulatory compliance</p>
	Airworthiness Authority approvals	<p>Airworthiness Authority Approvals (CASA, FAA, EASA, CAANZ, GCAA, DCAM, CAAF etc)</p> <ul style="list-style-type: none"> <li>* Evaluate CASA Part 145 approval changes updating documentation, gaining CASA approval.</li> <li>Liase with regulator</li> <li>* Evaluate other regulator new/changed approvals</li> </ul>

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for third party customers as required, updating processes and documentation, gaining approval. Liase with regulator  
 \* Manage Capability List changes/additions and perform product compliance assessments and approval. Liase with regulator.\* Provide regulatory training, communications and guidance as required. Outcome - new approvals obtained and existing approvals retained.

General Quality Assurance duties

General Quality Assurance Duties  
 \* Manage Quality & Safety Help Desk  
 \* Produce production Quality Forum data.  
 \* Grant variations against procedures  
 \* Provide maintenance certification advice/support in accordance with Part 42 and 145.  
 \* Provide quality promotion and communications  
 \* Evaluate quality discrepancy reporting - create forum data (Form 500/Intelex)  
 \* Provide Supply Chain support - acceptance of parts/documentation/variations/storage  
 \* Provide tooling & equipment support - lost tooling/out of calibration tolerance investigations/storage/control  
 \* Evaluate/create changes to QEPM/LAPS and MOEs.  
 \* Analysis of quality performance data.  
 \* Other duties and functions as directed by the employees manager, commensurate with the employees competency  
 Outcome - Qantas Engineering provided with quality assurance support and no loss of approvals.

6

Comply with Corporate and Divisional Service Standards.

Provide the highest level of service to Qantas Engineering, ensure that value is added and all Airworthiness regulations and requirements are effectively complied with. The result is that Q&S - AMS is the 'preferred supplier' of this service.  
 Qantas behaviours

7

\* Safety: I demonstrate a genuine commitment to safety  
 \* Service: I have a can-do attitude and I deliver my part of the customer promise  
 \* Innovation: I challenge the way things are done and take ownership for finding a better way  
 \* Collaboration: I work with others to create a winning and inclusive culture and an enjoyable place to work  
 \* Integrity: I am open, I listen and speak honestly and respectfully  
 Outcome - compliance with Qantas and Qantas Engineering standards and behaviours

Comply with the Group management system standard and associated policies in the workplace

Work with due care and consideration to safeguard their own health and safety and the safety of others.  
 Comply and cooperate with all safe working practices and procedures developed in accordance with S.A.F.E.

8

Report all incidents (including dangerous occurrences) and hazards  
 Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate 'First-Aid' of Medical Treatment as and when necessary  
 Attend, when directed, any course of training or instruction related to health and safety issues.  
 Use appropriately, any safety equipment that is issued for personal protection, and ensure that it is

maintained in proper order.  
 Outcome - a safe operation with no injuries  
 Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: 0

Payroll (\$'s p.a.): Responsibility of the Manager Quality & Safety - AMS

Operating Budget: Responsibility of the Manager Quality & Safety - AMS

Comments:

Authority: Authority to interpret regulations and request production unit compliance .  
 Authority to Liase with Airworthiness regulators  
 Non directly however, the retention of the CASA and other Airworthiness Authority approvals ensures that the QE Businesses gain revenue from maintaining other operator's aircraft, engines and components. Some revenue may be attained from Audits requested by other areas of QE .

Revenue:

**Knowledge and Person Specifications**

**Essential Requirements - Quality Engineer**  
 Technical knowledge and experience in aircraft and/or aircraft engines or components in excess of 5 years.  
 Aircraft Type Licence, Production Examiner/NLCS Authorisation or equivalent (Certification experience).  
 Knowledge of CASA Part 42/145, EASA, FAA and ISO 9001 requirements  
 Good working knowledge of QE maintenance systems.  
 Ability to understand and interpret contractual, regulatory and procedural requirements for Qantas and customers, with a view to analysing and making recommendations for improvements .  
 Ability to work effectively and efficiently on individual assignments or team projects with minimum supervision .  
 Computer skills in the use of Microsoft Office applications, Aviation Quality Database (AQD)/ Intelex and QE systems.  
 Ability to prepare and present reports in a concise and logical manner .  
 Excellent interpersonal skills with the ability to effectively communicate with staff verbally and in writing at all levels as well as internal and external customers and Regulatory Authorities .  
 Eligibility to hold an Aviation Security Identification Card (ASIC).  
 Ability to meet Corporate and Divisional/Departmental Service Standards.  
 Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard .

**Desirable Requirements - Quality Engineer**  
 Previous quality assurance and auditing experience  
 Tertiary education qualifications or relevant training in the field of Quality Assurance , Quality Auditing or Quality Management.  
 Negotiation and conflict resolution skills.

**Essential Requirements - Senior Quality Engineer**  
 At least 3 years as a Quality Engineer  
 Competency assessed with respect to the above KRAs and proven competency in the applicable items .

**Comments**  
 EBA governs progression from Quality Engineer to Senior Quality Engineer

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Senior Instructor, Aviation Safety Training

Confirmed

Position Title: Senior Instructor, Aviation Safety Training

Segment: Qantas Airlines Operations

Division: FLIGHT OPERATIONS (488)

Branch: FLIGHT TRAINING & CHECKING (4060)

Organisation Unit : AVIATION SAFETY TRAINING (1634)

Reference Number: IIFI-8QG78H

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Manage real time instructor/facility resources; including interruption management to ensure training and assessment is delivered efficiently and minimise impact of disruptions to Qantas Operations.

Manage student failures and communicate with key stakeholders regarding such failures and training review outcomes.

Coordinate and assist in projects and business support activities such as implementation of Perception examination system to London Cabin Crew base, course plans and time tabling, project planning, business case development and support.

Carry out responsibility of technical matter expert for Emergency Procedures, Dangerous Goods, Standard Operational Procedures and introduction of new aircraft type to Qantas Fleet.

Development and implement standards for quality and incorporate changes to training content, examinations, equipment and facilities.

Carry out the responsibility of Standardisation and Accreditation Coordinator for Aviation Safety Training as set down in the Training and Checking Manual.

Conduct and report on standardisation and accreditation checks as required in the Training and Checking Manual for all four training centres.

Continually monitor and assess training content, assessments (Perception electronic examination system) and delivery to assure quality, consistency and efficiency and implement changes for continual improvement.

Manage Instructor training for new and established Instructors/facilitators as required.

Current holder of CASA Instrument under section 217 of the Civil Aviation Regulations 1988. This instrument allows the holder (Senior Instructor) to act on behalf of CASA, to assess proficiency and competence of persons who will be recommended for approval as instructors of emergency procedures, under the requirements of Civil Aviation Order 20:11.

Manage Instructor/facilitator remedial and support training as required.

Provide legislative knowledge of current and relevant proposed rules: Civil Aviation Regulations and Civil Aviation Orders relevant to aspects of cabin safety and emergency procedures. Regulatory awareness of the obligations and responsibilities that accompany the CASA acceptance/approval of senior instructors.

Conduct Emergency Procedures and Dangerous Goods theoretical instruction and practical training, examination and assessment to Qantas Aircrew ensuring all CASA and IATA requirements and Company Standards are met.

Conduct Training and assessment (within the above mentioned guidelines) for Cabin crew to On Board Manager, Flight Crew command training (Second Officer to First Officer, First Officer to Captain)

Conduct remedial/support/revision training and assessment for individuals or small groups

Contribute to the design and development of training course materials and resources to support the training curriculum.

Provide subject matter expertise and training to the following areas, curriculum development, engineering, media, advertising, Cabin Safety, Cabin Services, Flight Operations, Airports, Catering, external airlines, defence forces, and others as required.

Contribute and monitor day to day operations to facilitate efficient and effective functioning of the Training Delivery department.

Provide support to other Instructors to ensure the efficient operation of the section.

Conduct coaching, mentoring and assessment to/for other ASTI and external clients

Provide guidance, advice and administration in regards to the procurement of equipment and training devices for AST.

Work within the framework of Qantas and Flight Training Policy & Procedures, ensuring compliance.

Act as a company representative at Safety forums, symposiums, and other industry events as required.

Conduct Line Readiness Reviews as and when required  
 Meet the requirements of ISO9002 Quality Assurance Standard.  
 Facilitate, train and assess Human Factors and CRM Courses to course participants ensuring all CASA requirements and company requirements are met.  
 Provide information and training assessment to external clients, on student performance, for training review committees, to enable training plans to be implemented on student failures.

Managers Position Title		
Coordinator, Aviation Safety Training		
Peers Position Title	This Position	Peers Position Title
Senior Instructor, Aviation Safety Training		
Subordinates	Subordinates	Subordinates
Instructor, Aviation Safety Training		

### Working Relationships

Position	Type and Nature of Relationship
Qantas Flight Training Management	Training Review Committee
Head of Training and Checking	Purpose of executing duties as Standardisation Coordinator
Cabin Safety Operations Committee	Voting member on CSOC
Training Simulator Facilities Management	Coordinate and deliver training needs
Aircrew allocations	Contribute to the continuing development of the Qantas safety system and equipment
Customer Services	Communication of trainee shortcomings and failures
Customer Services Safety	Attend stakeholder meetings as Subject matter expert
Flight Operations	Advise Aircrew operations of student failures and re-assessment details.
Group Safety eg. Audits	Advise Cabin crew managers and learning and development, on student failures and training plans to get students to a acceptable level for certification
Qantas College	Member of Facility Working Group
Aviation Australia	
British Airways Cranebank London	
Air New Zealand Auckland	
Engineering	
Simulator maintenance	

### Key Accountabilities:

Key Result Area	Major Activities
Manage real time instructor/facility resources; including interruption management	<p>Coordinate leave requirements in the operational roster to ensure smooth and efficient training delivery. Provide timely recommendations to 'Manager training' if additional resources are required.</p> <p>Manage course changes within the operational roster to ensure smooth and efficient training delivery</p> <p>Maintain accuracy of the operational &amp; facility roster with actual real time operations and promulgate to stakeholders on a weekly basis.</p> <p>Monitor and review the operational roster for course/ support training coverage and ensure efficient deployment of resources.</p> <p>Manage disruptions to training and minimise impact. Make recommendations and implement changes to reduce such disruptions or their effect in the future.</p> <p>Assess impact of equipment failure/unserviceability on training and report such failures to the responsible persons for immediate rectification.</p> <p>Report impact of facility failures and possible recommendations to training delivery management.</p>

		<p>Assist in the review of future rosters and course planning and make recommendations prior to publishing.</p> <p>Check and verify instructor timesheets. Ensure all individual timesheets completed and accurate with actual times worked and work codes. All time in Lieu/ overtime approved by 'AST Coordinator' prior to forwarding to AST Coordinator for approval. Additionally actual Cabin Crew Instructor hours forwarded to Opentime Manager</p> <p>Provide support to AST instructors during examinations and provide technical expertise on the electronic exam system where action is required beyond the access levels of instructors.</p>
2	<p>Manage student failures and communicate with key stakeholders regarding such failures and training review outcomes</p> <p>Ensure documentation accuracy and compliance</p>	<p>Organise training review committee to convene for trainee/ aircrew failures. Communicate and follow up TRC findings/ recommendations to key stakeholders</p>
3		<p>Ensure all daily course rolls and supporting documentation are completed accurately and filed appropriately</p> <p>Ensure all other course rolls and supporting documentation are completed accurately and filed.</p> <p>Maintaining a quality system based on the requirement of Australian Standard AS/NZS ISO 9001:2000</p>
	<p>Carry out the responsibility of technical/subject matter expert</p>	<p>Emergency Procedures (and the training of) Standard Operating Procedures (and the training of)</p> <p>Dangerous Goods Carriage (and the training of) Aircraft Type - Introduction and modification in relation to configuration and procedural considerations.</p> <p>Training Devices - Liaison relating to the Introduction and modification to the following departments:</p> <p>Qantas Engineering</p> <p>Cabin Safety,</p> <p>Flight Operations,</p> <p>Simulator Maintenance and</p> <p>Qantas Flight Technical Publications.</p> <p>Provide technical expertise in course development, exam development, new aircraft and training device equipment, standard operating procedures and to instructors/facilitators at all bases and to all QF Aircrew and external clients</p> <p>Coordinate and assist in projects and business support activities on Qantas and external client fleets/ aircraft introductions including of base and off shore training facilities.</p> <p>Co-ordinate projects and assist with project planning, control and implementation in line with project methodology and quality standards in projects involving EP Training.</p> <p>Provide business development and improvement through research, analysis and business case development/ presentation.</p>
4		
	<p>Carry out the responsibility of Standardisation and Accreditation Coordinator for Aviation Safety Training as set down in the Training and Checking Manual.</p>	<p>The Standardisation Coordinator is responsible for the implementation and sustainability of the Standardisation Policy within Aviation Safety Training.</p> <p>This position is responsible for reporting on the application of company and regulatory requirements for all training activities. They are to make recommendations on possible improvements</p>

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Conduct and report on standardisation and accreditation checks as required in the Training and Checking Manual for all four training centres.

to the level of standardisation and effectiveness of training to the Principal Standardisation Coordinator.

Ensure the effectiveness of the standardisation program in monitoring the organisation, operations, training and procedures specific to Aviation Safety Training.

Ensure the activities of the Accreditors/observers are undertaken and recorded in accordance with agreed policy and procedures.

- Analyse reports and make recommendations to the PSC.
- Provide feedback and professional development to Accreditors on standardisation and accreditation activities.
- Support Instructor development
- Participate in the ongoing development of the Standardisation and Accreditation policy
- Participate with the appropriate manager in the selection of Accreditors and Observers (final selection to be approved by Head of Training and Checking.
- Ensure each Instructor is observed in accordance with policy, endeavouring to have observations cover full range of courses.
- Report on the effectiveness and compliance of training delivery.
- Oversee the Behavioural Performance Review process as it related to crew who have had a major EP failure.

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- Observing training activities in the classroom, training devices, flight simulators and aircraft.
- Reporting on the level of standardisation of training provided within and across fleets.
- Communicating significant areas of concern immediately to the Head of Compliance Quality Assurance & Risk.
- Complete and submit accreditation certification of Instructors.
- Provide awareness on exercising the privileges and limitations of Delegations and approvals applicable to the trainer.
- Providing positive feedback and correction of any observed non standard practices or procedures.
- Supporting contact between Instructors and their manager.
- Pro-actively participate in activities that promote professional development.
- Participate in training meetings as requested by the Principal Standardisation Coordinator to discuss report findings.
- Develop and facilitate Instructor Development as requested by the Principal Standardisation Coordinator.

7

Continually monitor and assess training content, assessment, the Perception electronic examination system and delivery to assure quality, consistency and efficiency and implement changes for continual improvement.

Manage Instructor training for new and established Instructors/facilitators as required.

Conduct systematic observations / audits of all courses and instructors to ensure training is being delivered in line with courseware documentation. Manage the electronic exam system question database to ensure technical validity and population.

Manage the training of new instructors/facilitators in accordance with the approved CASA instructor training program, provide sign off as required and update training records. Provide instructor training to current instructors/facilitators to rectify skills gaps that develop as a

8		<p>result of change or regression of instructor/facilitator skills.</p> <p>Manage Instructor/facilitator remedial and support training as required</p> <p>Update the Instructor training program and associated documentation as required.</p> <p>Manage Instructor/facilitator remedial and support training as required.</p> <p>Provide legislative knowledge of current and relevant proposed rules: Civil Aviation Regulations and Civil Aviation Orders relevant to aspects of cabin safety and emergency procedures.</p> <p>Regulatory awareness of the obligations and responsibilities that accompany the CASA acceptance/approval of senior instructors.</p>
9	Comply with Corporate and Divisional Service Standards.	<p>Knowledge and adherence to corporate and divisional customer service standards.</p> <p>Contribute to the maintenance and relevance of the QA processes applicable to the position</p>
10	Comply with the Group management system standard and associated policies in the workplace	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	<p>While no direct reports, the Instructors turn to the Senior Instructor on shift for support, guidance and advice. For the purpose of day of operations, AST Instructors in Sydney and Melbourne report to the Operational Senior Instructor</p> <p>Total number of instructors reporting to Operations Senior is - 40</p>
Payroll (\$'s p.a.):	N/A
Operating Budget:	N/A
Comments:	<p>In addition to courses conducted by Instructor, Aviation Safety Training: Train the trainer courses on new recurrent modules, initial modules and new aircraft type.</p> <p>Train the trainer courses on new or updated training devices/facilities.</p> <p>Accreditation decision relating to observed performance of AST Instructors</p> <p>Stand down AST Instructor resulting from failing to achieve a satisfactory result in Standardisation/Accreditation check</p> <p>Final approval of new AST Instructors upon completion of published AST Instructor Training path</p> <p>Operational roster changes / amendments</p> <p>Operational Facility Planner changes</p> <p>Determining theoretical and practical assessment failures of Aircrew</p> <p>Disciplinary - apply company stand down policy and procedures</p> <p>Mentor Aviation Training instructor's trainee's competence during there training path.</p> <p>After hours assessment of equipment for use.</p> <p>Implement First Aid to student injuries</p>
Authority:	
Revenue:	N/A

#### Knowledge and Person Specifications

Hold a current CASA Instrument under section 217 of the Civil Aviation Regulations 1988

Participated in QFT Accreditation and Standardisation training

Completed the Supervisors Development Program - Qantas College

Leadership

Performance Management

Team Development

EEO

OH&S

Hold a current CASA 20.11 Instrument and maintain currency  
Hold a current Instrument for the training of Dangerous Goods,  
Hold a current Dangerous Goods Acceptance Certificate to conduct Awareness training and assessment and  
maintain currency with a pass mark of 80%.

Higher School Certificate or equivalent

Hold and maintain a current First Aid Certificate or equivalent

Previous experience in a training or technical area

Certificate IV in Training and Education (TAE)

Experience in adult learning principles

Broad understanding of aircraft safety and airline operations

Good administrative and computer skills in Microsoft Office packages, Perception administration systems,

ARMS

Able to demonstrate a high level of written and verbal communication

Satisfactorily complete a pool rescue course, to conduct student Water survival assessment.

Successfully complete the Aviation Safety Instructors training path.

Successfully complete the Human Factors training path

Maintain all skills to pass an Annual standardisation and accreditation check in Emergency procedures

Maintain all skills to pass an Annual standardisation and accreditation check in Human Factors

Strong interpersonal skills.

Physically fit and a capable swimmer.

Willingness to work as part of a team.

Able to work unsupervised and after hours shift

Able to manage a busy workload within time limitations.

Flexible and adaptable under pressure

Able to operate effectively in a quality assurance environment

Demonstrate proficiency to enter and retrieve records on a range of software systems, Perception, ARMS,

Technical engineering logs, Excel, Word, PowerPoint.

Demonstrate appropriate application of practical emergency procedure drills and commands, including Land  
evacuation, Ditch Evacuation, Precautionary Disembarkations with steps and escape slides.

Physical application of aircraft emergency door operation and practical demonstration and use of aircraft  
emergency escape slides and rafts.

Achieve emergency procedures endorsements in all aircraft types, to Qantas standards, achieving a minimum  
90% pass mark, for both flight crew and Cabin crew assessments in the following aircraft types;

A330-300

A330-200

A380-800

B737-400

B737-800

B747-400

B767-300GE

B767-300RR

Dangerous Goods

Emergency Equipment

Standard operating procedures

Common procedures

Survival

General aircraft and theory of flight knowledge

In-flight fire fighting

Depressurisation procedures

Comments

Completed as part of the TSS EBA classification review by the Hay Group

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



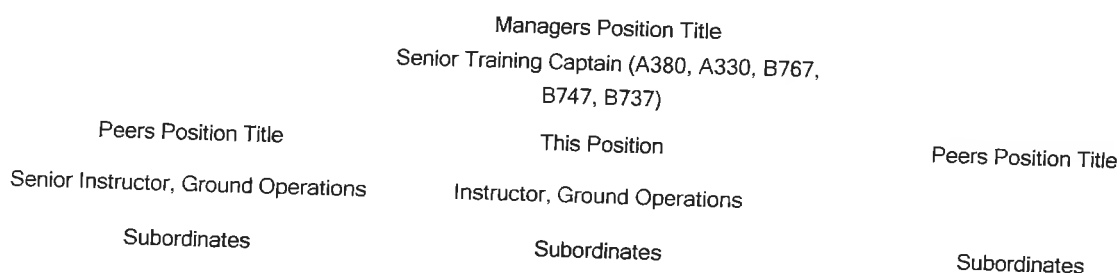
## Position Description Instructor, Ground Operations

**Confirmed**

Position Title: Instructor, Ground Operations  
 Segment: Qantas Airlines Operations  
 Division: FLIGHT OPERATIONS (488)  
 Branch: FLIGHT TRAINING & CHECKING (4060)  
 Organisation Unit : GROUND INSTRUCTORS SYD (3012)  
 Reference Number: IIFI-8Q868F  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

The Ground Operations Instructors' (GOI) primary role is to deliver the technical and practical training of pilots for both Qantas and customer airlines. This training ranges from new intake courses to promotional training of new Captains and First officers. The training covers all operational procedures, performance calculations and technical aspects to ensure crew are qualified to perform their duties in accordance with Company standard operating procedures, aircraft manufacturers and CASA requirements. Asses proficiency of crew under training. Maintain a current knowledge of technical developments for their respective fleet and incorporate changes into the various training packages.



### Working Relationships

Position	Type and Nature of Relationship
Senior Training Captain	Supervisor - Description of Operating Procedures in accordance with line operations
Pilots	Deliver training
Engineering Training Instructors	To gain a greater understanding of the aircraft operating systems not described in the Flight Crew Operations Manuals (FCOM)
Flight Operations	Consult and engage with front line Flight Operations staff
Flight Technical	Provide feedback to changes of procedures / manuals
CASA	Deliver type training, liaison on technical and procedural matters
Training Scheduling	Coordinate training loads / start dates

### Key Accountabilities:

Key Result Area

Major Activities

1	Plan, conduct and supervise classroom, Autoflight and Flight Management Systems Training and Computer Based Training Instruction	Conduct and supervise aircraft type endorsements Conduct and supervise aircraft type familiarisation Conduct and supervise course development Conduct and supervise ADHOC Courses (EFB and RNAV) Provide classroom instruction to company and external client pilots in various subject areas. Provide instruction in autoflight and flight management systems. Provide instructional support to students when using Computer Based Teaching methods. Both on location or via distance educational methods.
2	Carry out simulator fixed based training and assessment of Flight Crew.	Provide instruction in aircraft procedures, including normal and non-normal. Provide aircraft systems instruction in the simulator. Supervise aeronautical knowledge examinations for the instructor's aircraft types in accordance with all regulatory requirements. Complete Competency Management System (CMS) reports in accordance with the Training and Checking Manual Submit bid period reports. To be provided within 2 weeks after the bid period has finished.
3	Develop and maintain audio-visual and computer based training packages for aircraft systems and procedures.	Ensure Technical veracity of all training material in accordance with the Master Subject List. Manage all development tasks with other departments to ensure on time completion of projects and development tasks.
4	Respond to technical queries	Respond to technical questions from Qantas crew, training personnel and simulator maintenance department
5	Course Development for Qantas Flight Crew Ground Training	Design and develop a range of technical training packages to meet Company and CASA requirements and standards. Formulate and maintain a library of examination questions to fulfil the requirements of CAO 40.1.0 (Aircraft Endorsements) Formulate and maintain a library of examination questions to fulfil the requirements of a range of procedure type endorsements. eg ILS PRM, TCAS, RVSM, LAHSO, Fuel Policy, EDTO, RNAV and EFB/OPT. Monitor the operation of and perform recurrent fidelity checks on Flight Training Devices (FTD) and Full Flight Simulators. Develop lesson plans for simulator training sequences Undertake special training projects as required by the Senior Training Captain
6	Comply with Corporate and Divisional Service Standards.	Knowledge and adherence to corporate and divisional customer service standards. Contribute to the maintenance and relevance of the QA processes applicable to the position
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

Position Dimensions (Including scope and authority)

People Reporting to this Position:	N/A
Payroll (\$'s p.a.):	N/A
Operating Budget:	N/A
Comments:	N/A
Authority:	Crew competency and proficiency, Reviewing of Training Material / Courses
Revenue:	N/A

#### Knowledge and Person Specifications

Technical knowledge in aircraft systems, performance, loading and standard operating procedures  
 Be an experienced aircrew member to ATPL standard or have an aircraft engineering background to LAME standard or equivalent with at least 10 years experience in the aviation industry  
 Hold a Certificate IV in Workplace Training and assessment or equivalent  
 Interpersonal skills and ability to interact with broader Flight Operations community  
 Have a high level of computer software skills in programs such as Microsoft PowerPoint, Word and Excel  
 Demonstrated ability to operate flight training devices and aircraft simulators  
 Demonstrated ability to deliver training in a range of environments. eg: classroom with both large and small numbers of trainees, flight training devices and simulators.  
 Demonstrated ability to deliver training using lecturing, instructional and facilitation methods appropriately.  
 Demonstrated ability to provide accurate assessment of trainees against competency standards and record these results in the TRIM database.  
 Demonstrated ability to incorporate HF / CRM training into endorsement courses.  
 Preparedness to explore new paths, procedures and approaches to the delivery of training and recommend changes where appropriate.  
 Demonstrated ability to challenge proof read proposed changes and recommends fixes.

#### Comments

Does not require QPID grading as position is covered by TSS EBA  
 Please archive CPPP-7WY2BB

Employee Signature _____  Date _____	Managers Signature _____  Date _____
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## Position Description Senior Surveyor , Safety Investigations

**Confirmed**

Position Title: Senior Surveyor, Safety Investigations

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ACFTAIRWTHNRVW 867 (9447)

Organisation Unit : ACFTAIRWTHNRVW 867 (9447)

Reference Number: RREL-9U83LD

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

The Senior Surveyor - Safety Investigations oversees and performs safety and quality investigations , investigation reviews and reporting on behalf of the Aircraft Airworthiness department . This position is part of a team of 5 people responsible for keeping senior management informed on safety , compliance and quality related matters as well as a critical part of the oversight and governance reporting program .

Managers Position Title		
Manager Safety Investigations		
Peers Position Title	This Position	Peers Position Title
Senior Surveyor, Safety Investigations		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Maintenance Controller, Engineering Fleet Managers	Provide ongoing communication, consultation and advice on safety investigations and data across the narrow and wide body fleets. provide ongoing communication, consultation and advice on safety investigations.
CASA, ATSB, other NAAs, OEMs, other operators	Liaise on technical issues. Consult on the nature and advise on the severity of the SDR
Chief Engineers, local Quality Coordinators	Consult on the nature and advise on the severity of the of the F500s, investigations and SDR/MELs.
Manager Quality & Safety - AMS, QE Supply Chain, Maintenance Control Centre (MOC), QE personnel	point of contact for Qantas Safety. provide engineering advice on occurrences and risk ratings.
Qantas Safety	Demonstrate compliance with regulations and company procedures.
External Auditors	

### Key Accountabilities :

Key Result Area	Major Activities
25% - Risk assess and manage safety / engineering reports for Service Difficulty Reporting (SDR) to ensure a safe, compliant and optimal Qantas	Compliance with CASA and other NAA regulations and company procedures. Output recorded in AQD and monthly governance forums, e.g. AGF, AASC and RRB.

1	<p>Engineering business outcome for Qantas and associated customers, e.g. Jetstar, Jetconnect, RAAF and other operators such as Air Vanuatu and Atlas Air.</p> <p>25% - Risk assess and manage safety / engineering reports for Continuing Airworthiness Management (CAM) to ensure appropriate preventative and corrective actions have occurred and any systematic issues have been addressed.</p>	<p>Compliance with CASA regulations and company procedures.</p> <p>Output recorded in F500 and AQD computer databases and local database.</p>
2	<p>25% - Manage oversight and conduct investigations into Aircraft Airworthiness.</p>	<p>Perform investigations, identify causes and negotiate agreed corrective and preventative actions with the responsible manager to ensure a safe, compliant and optimal Qantas Engineering business outcome.</p> <p>Assure definition of appropriate safety action plans and their tracking to satisfactory completion.</p> <p>Compliance with the 'Just Culture'.</p> <p>output recorded in F500 and AQD computer databases and local database.</p>
3		
4	<p>10% - Compile, review and prepare comprehensive reports of investigation findings with appropriate recommendations for system improvements. Identify safety concerns requiring investigations. Provide periodic and special (summary) safety investigation reports for the Aircraft Airworthiness Committee. Provide safety investigation reports in a format suitable for the purposes of a safety communication and 'lessons learned'. Aid in the development of computer based tools to perform analysis of Aircraft Airworthiness engineering data.</p> <p>5% - Identify opportunities to improve the business, communicate such opportunities to management and support such improvements if implemented. The identification and communication of risks and issues of airworthiness is mandatory. Support of management and implementation of mitigation activity is also necessary.</p>	<p>Regulatory compliance and business improvement.</p> <p>Raising awareness of issues to various business units.</p> <p>Regular internal and external audits of position and functionality. Improved workflow measurement results, i.e. no red or orange flags.</p>
5	<p>5% - Review and submit policy and procedures to achieve improvements in task management and process improvements across all segments of Qantas Engineering, Supply Chain and Maintenance Environments.</p>	<p>Continuous improvement and more efficient workflow while maintaining regulatory compliance.</p> <p>Raising awareness of issues to various business units.</p> <p>Regular internal and external audits of position and functionality. Improved workflow measurement results, i.e. no red or orange flags.</p>
6		
7	<p>5% - Support and deliver internal and external reporting requirements, conduct direct communication with the customer on technical matters and attend engineering reviews / meetings as required.</p> <p>Major Challenges</p>	<p>Continuous improvement and more efficient workflow while maintaining regulatory compliance.</p> <p>Raising awareness of issues to various business units.</p> <p>Regular internal and external audits of position and functionality. Improved workflow measurement results, i.e. no red or orange flags.</p> <p>Regulatory compliance and business improvement.</p> <p>Raising awareness of issues to various business units.</p> <p>Regular internal and external audits of position and functionality. Improved workflow measurement results, i.e. no red or orange flags.</p> <p>Maintaining control over the regulatory and QMS requirements during the CASA regulatory transitional state and the current AA transformation.</p> <p>Ensuring balance between the regulatory obligations and the resource availability with reference to all facets including time management,</p>

8

resource and financial constraint.  
Maintaining consistent, efficient outcomes.  
Appropriate negotiation for acceptance of negotiations, findings, causes and actions.  
Maintaining a professional investigative standard that ensures appropriate cooperation during an investigation.

9

Comply with Corporate and Divisional Service Standards.

Comply with the Group management system standard and associated policies in the workplace

10

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority )

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget: Nil

Comments: Expected to back-fill manager position when required.

Decisions Expected:

Risk rating of Aircraft Technical Management occurrences . Investigation allocation.

Authority:

Recommendations Expected:

Investigation review, closure and acceptance of actions.

Accomplishment of investigations.

Revenue:

#### Knowledge and Person Specifications

Knowledge & Experience:

Tertiary qualifications or relevant training in the field of Quality Investigations , Quality Management or Quality Assurance.

Technical / Trade / Engineering background.

Sound investigative skills, including human factors analysis.

Sound knowledge of the CASA regulations, other operators regulatory requirements and procedures , and the QE quite of policy and procedures manuals.

Practical / Specialist Knowledge:

Taproot investigation licence

MEDA investigation

Level 2 Safety Investigator

A good working knowledge of all the QE computer programs including Techlog , CAMEO and Maintenix

Basic computer skills in the use of Microsoft Office applications and Lotus Notes

Ability to analyse technical data e.g. reports and drawings as required .

Working knowledge of A/C systems covering all QF A/C types.

Extract from various sources e.g. CAMEO7 Maintenix, and interpret engineering data as part of an investigation .

Provide assistance / mentoring to engineers, quality coordinators as required for the SDR process and investigations

Familiarity with Qantas Group departments and their roles and responsibility .

Other Skills / Competencies:

Excellent problem solving and report writing skills

Ability to collate, interpret and analyse information gathered to enable recommendations for corrective / preventative actions

Good interpersonal skills with the ability to effectively communicate with staff at all levels

Ability to work effectively and efficiently on individual assignments or team projects with minimum supervision .

Ability to meet Corporate and Divisional / Departmental Services Standards.

Willingness to undertake further education related to the position .



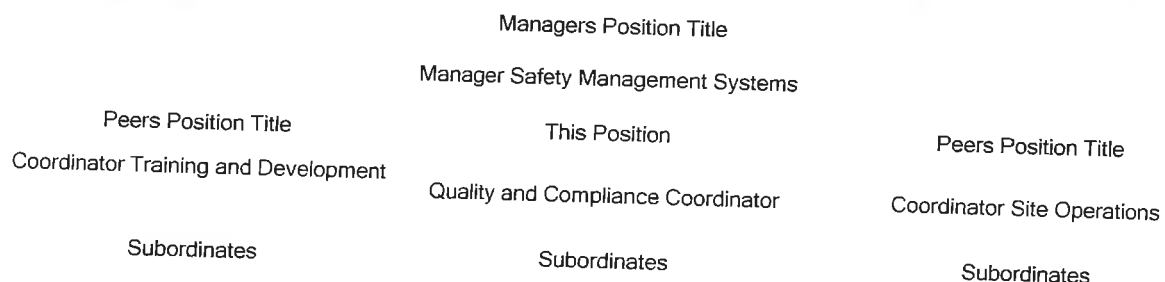
## Position Description Quality and Compliance Coordinator

**Confirmed**

Position Title: Quality and Compliance Coordinator  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: ENGINEERING SUPPLY CHAIN 260 (9034)  
 Organisation Unit : SUPPLY CHAIN COMPLIANCE 090 (8288)  
 Reference Number: YYHO-9KQ8SV  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Position is to ensure QANTAS Engineering Supply Chain (QESC) operates in compliance with all Airworthiness, Regulatory, Qantas and other applicable requirements. QESC directly supports and is required for the Airline to operate, as such all National Airworthiness Authorities (CASA, FAA, EASA and others) require an approved and compliant Supply Chain. Failure to demonstrate compliance could impinge our CofA and AofC (Certificate of Approval and Air Operators Certificate). This role is the focal point for all regulatory activity in QESC. The role directly supports approximately 4 Distribution Centres and 8 substores. Focal point for all of QE regarding Supply Chain matters of compliance, including guidance and recommendations. The role is also responsible for managing approvals compliance, quality deficiencies, performing and managing investigations and risk assessments, participating in continuous improvement initiatives as well as managing the Quality and Compliance team



### Working Relationships

Position	Type and Nature of Relationship
Supply Chain and Qantas Engineering - various departments and management	Provide SME Quality advice and recommendations, competency assessments,
Regulatory authorities	Provide Quality training needs
Quality and Safety department	Assist during audits
Responsible Managers (Findings)	Assist during internal audits.
Customers	Provide Quality reports and recommendations
	Root Cause analysis.
	Action planning and development.

### Key Accountabilities:

Key Result Area	Major Activities
Provide Leadership, Compliance/Technical Guidance,	Focal point for quality related activities for all levels of staff within QE

1	Problem solving and Coaching	<p>Assist in managing change by being engaged and actively ensure compliance is met</p> <p>Provide guidance on quality matters to all levels of Qantas Engineering</p> <p>Day to Day support onsite, via Telephone to Qantas Engineering</p> <p>Provide Leadership, Coaching and advice to QE SC Receipt Inspection Staff. Level 1,2 &amp; 3</p> <p>Assist in Risk Assessments, develop and guide the implementation of risk mitigation strategies</p> <p>Support, develop and evolve training packages, Deliver training as required. (Receipts Inspection, PE CTS, F500, Buyer training)</p>
2	Manage Approvals Compliance	<p>Monitor and Maintain QESC compliance with QANTAS &amp; QE policy and procedures, CASA, FAA, EASA and other NAA Regulations, ISO 9001.2008 and other Customer approvals.</p> <p>Represent QESC for all Regulatory and other audits. Escort, assist, advise and respond as necessary.</p> <p>Advise, guide and problem solve with relation to any Nonconformities or Quality deficiencies to ensure effective corrective and preventive actions.</p>
3	Manage Quality Deficiencies	<p>Review National Airworthiness Authority and Original Equipment notifications and alerts.</p> <p>Raise and administer Quality Alerts.</p> <p>Raise and administer quality and supplier deficiencies, develop and coach corrective and preventative actions using AQD, F500 and Eres.</p> <p>Monitor and report progress to ensure completion of actions to due dates.</p> <p>Action Tracker for AQD actions. (Ensure effective closure)</p> <p>Track to completion via Quality Forums any action items, maintain records</p>
4	Perform and Manage Investigations and Risk	<p>Administer and perform investigations.</p> <p>Develop and drive implementation of corrective and preventative actions.</p> <p>Focal point for assistance in non QESC investigations.</p>
5	Continuous Improvement	<p>Continuously improve QE Supply Chain Quality Systems</p> <p>Lead Quality Workouts and report the results to management, with advise where necessary, to ensure continuous improvement.</p> <p>Review revisions to the QE Procedures Manual.</p> <p>Develop and administer the QESC Quality Self Audit Program, Quality Plan and KPI's. Raise and administer audit findings, customer complaints and feedback and develop corrective and preventative actions using AQD, F500 and Eres.</p> <p>Support QESC Chairing the AGF monthly, Quality Forum fortnightly</p> <p>Participate in projects as required to implement opportunities to improve the business</p>
6	Manage Quality and Compliance team	<p>Lead and supervise the Quality and Compliance Team.</p> <p>Supervise and mentor Quality Officer. Plan leave, duty travel audit plans and training. Financial Concur and Duty Travel.</p> <p>Safety Leader In QESC</p>
	Comply with Corporate and Divisional Service Standards.	<p>Assist the Manager to ensure that all associated tasks and responsibilities comply and conform with relevant regulatory and quality requirements and</p>

7

Comply with the Group management system standard and associated policies in the workplace

Company policies and standards.  
Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.  
Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.  
Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.  
Maintain a professional rapport with colleagues.  
Share information and ideas, and actively encourage participation from others.  
As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.

8

Work with due care and consideration to safeguard their own health and safety and the health and safety of others.  
Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.  
Report all incidents (including dangerous occurrences) and hazards.  
Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.  
Attend, when directed, any course of training or instruction related to health and safety issues.  
Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.  
Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:      Approx. 1 to 5 FTEs

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Close Corrective and Preventative Actions  
Close Internal investigations  
Training needs and content  
Raise Quality Alerts  
QESC Audit Program  
Maintenance Error Investigation  
Quality Deficiencies  
Risk Assessment  
Acceptance of Findings  
Problem Solving  
Authorise Duty Travel and Expense requests  
Leave approval

Revenue:

**Knowledge and Person Specifications**

Hold a Trade Certificate,  
Quality Management System and lead auditing experience  
Highly self-motivated with the ability to work independently and as part of a team  
Supervisory experience  
Exceptional verbal and written communication skills  
Exceptional attention to detail  
Ability to work across divisional boundaries and all levels of the workforce  
Ability to negotiate, influence and be effectively assertive  
Ability to balance competing priorities  
Demonstrated proficiency in the use of Microsoft Word and Excel  
Advantageous if experienced in the Aviation Quality Database (AQD) and other QE systems  
Ability to meet Corporate and Divisional/Departmental Service Standards.  
Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### IFE Coordinator

Confirmed

Position Title: IFE Coordinator

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: MAINTENANCE OPERATIONS CENTRE (8773)

Organisation Unit : MAINTENANCE OPERATIONS CENTRE (8773)

Reference Number: RREL-9F3SHC

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Deliver specialist IFE technical assistance and support to ensure continuing safety, airworthiness, compliance, serviceability & operational performance

Monitor, report and analyse IFE system operational performance to identify trends, recurring defects and systemic issues.

Chair, manage or participate as required in relevant MOC and stakeholder forums driving continuous improvement/operational performance/corrective measures

Comply with Corporate and Divisional Service Standards and Policies

Comply with safety in the workplace

Actively pursue and support the delivery of IFE operational performance thresholds

Actively support the continuous improvement regime within Cabin & IFE operations and with relevant stakeholders

Maintain specialised IFE systems and troubleshooting knowledge and skills for fleet IFE systems

Actively support implementation of process driven business systems which capture relevant performance data and business knowledge and support sustainable operational performance, effective business monitoring and management

Actively seek to improve and utilise performance data to support management processes, improvement initiatives and stakeholder requirements

Support and facilitate strong stakeholder relationships and promote and support proactive CRM processes

Demonstrate commitment to Corporate, Divisional and operational service standards

Demonstrate commitment to OHS - support safety processes and requirements and ensure that competencies and training are maintained

Participate in the MOC personnel development program

#### Managers Position Title

Manager MOC

Peers Position Title

This Position

Peers Position Title

IFE Coordinator

Subordinates

Subordinates

Subordinates

#### Working Relationships

Position

All QE departments

Type and Nature of Relationship

Product & Service Development, Customer Insights, Customer Experience Delivery, Customer Care, Cabin Crew, In Flight Services Integrated Operations Centre  
 Duty Technical Manager (MOC)  
 IFE system OEMs and contractors  
 All Domestic and International Line station managers and staff

#### Key Accountabilities:

##### Key Result Area

Deliver IFE technical assistance and support to ensure continuing safety, airworthiness, compliance, serviceability & operational performance

##### Major Activities

Support fleet dispatch reliability and IFE performance including critical defect (AOG) rectification & support  
 Schedule & monitor monthly media content load to ensure completion within planned timeframes  
 Schedule & monitor monthly check program to ensure completion within planned timeframes  
 Schedule & monitor major mods program to ensure completion within planned timeframes  
 Coordinate receipt of monthly media tapes & loading of CLS & PCLs  
 Perform daily analyses of fleet IFE defects to identify systemic/recurring defects or reliability issues  
 Review & respond to all SHR CRITICALSERVICE emails and IFE correspondence to ensure timely & complete feedback  
 Liaise with Qantas Group departments, OEM's and suppliers to improve product performance  
 Support implementation of pre-emptive/mitigating strategies to support IFE functionality, serviceability and reliability  
 Optimise corrective actions and timing based on port capability and aircraft availability  
 Liaise with IFE logistics group to ensure IFE spares & locations meet a/c recovery plans  
 Ensure IFE maintenance providers comply with CMPM requirements for Meet & Greets, monthly media content loads and monthly checks  
 Support/assist introduction of new IFE systems and services as required  
 Maximise use of available ground time/support aircraft availability  
 Provide technical support to IFE operations within legal, regulatory and procedural boundaries  
 Key Performance Indicators  
 Tech/EM Dispatch Reliability  
 Other operational KPIs (ATB, BTB)  
 MELs/Hold Items  
 Pax impact reports & thresholds  
 Deferred defect reports & thresholds  
 Customer Insight (Qtrly) Reports  
 Customer Recovery Charges  
 Monthly content load complete  
 Monthly checks complete  
 Audit findings

Monitor, analyse and report IFE system operational performance to identify trends, recurring defects, systemic issues, fleet issues

Undertake daily IFE defect analysis and plan and implement corrective actions, logistics and maintenance  
 Monitor, analyse, track and report recurring defects by system, component, fleet, tail, supplier and port  
 Maintain fleet deferred defects database  
 Prepare & issue daily deferred defect reports  
 Liaise with Reliability and Cabin Systems to

2

Participate as required in relevant MOC and stakeholder forums to support continuous improvement, initiatives, operational performance and corrective measures

continuously improve IFE performance data  
Liaise with stakeholders to minimise the cost of maintaining IFE components, service levels and performance  
Identify & report key issues and trends and opportunities for improvement  
Collaborate with stakeholders to optimise the quality and cost of IFE service levels, components and performance  
Build and maintain IFE system technical and troubleshooting knowledge  
Key Performance Indicators  
Tech/EM Dispatch Reliability  
MELs/Hold Items  
Pax impact reports & thresholds  
Deferred defect reports & thresholds  
Customer Insight (Qtrly) Reports  
Customer Recovery Charges  
Fleet Seat Impact Reports  
Fleet Deferred Defect Reports  
Audit findings

3

Comply with Safety in the workplace

Chair the Fleet Weekly IFE Operations Meetings covering all fleets  
Carry out all secretariat activities to support the Fleet Weekly IFE Operations Meetings including preparation of agendas, minutes and monitoring of actions  
Represent the MOC at relevant internal stakeholder forums as required e.g. OBM, Crew Voice, IFE Focus Meetings  
Provide rostered coverage of the QE Cabin Crew Engineering Desk operation to advise/support cabin crew on IFE systems operations & feedback  
Manage identified opportunities for corrective actions or improvement to conclusion  
Influence and guide stakeholder considerations of performance, issues, improvement initiatives and corrective measures  
Act as IFE focal point for internal stakeholders  
Act as IFE focal point for internal compliance reviews if/as required  
Represent MOC in regard to IFE performance at customer SLA reviews as required  
Key Performance Indicators  
Forum attendance  
Improvement projects identified & delivered  
Financial performance/quantified benefits  
Aircraft Availability  
Deferred defects  
Pax impact reports & thresholds  
Customer performance KPIs - JQ  
Attend O H & S courses as required  
Meet Company and Department service standards  
Ensure that safe working practices and procedures are followed at all times  
Ensure that plant and equipment is in a safe condition as required  
Report all incidents (including dangerous occurrences) in a no blame manner.  
Participate as required to investigate reported events.  
Identify and recommend corrective actions as required  
Ensure that all OH&S training is current and complete  
Ensure that management is informed of relevant

4

5

Comply with Corporate and Divisional Service Standards.

matters relating to OHS  
Participate in scheduled workplace inspections  
Participate in scheduled safety interactions  
Key Performance Indicators  
Training & Development completed to plan  
Attendance at Safety Forums  
Completion of workplace inspection schedule  
Completion of safety interaction schedule  
Assist MOC Manager to ensure all tasks & responsibilities comply and conform to relevant regulatory & quality requirements and company policies & standards  
Complete all required corporate training programs within required time frames  
Work in accordance with relevant Corporate Customer Service Standards in all interactions  
Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times  
Maintain a professional rapport with colleagues  
Share information and ideas and actively encourage participation from others  
Assist establishment of standard operating procedures and knowledge management procedures  
Participate in performance reviews and feedback sessions  
Key Performance Indicators  
Standard Operating Procedures in place and maintained  
Regular one on one program in place  
Participation in MOC Comms Program  
Training & Development completed to plan

6

Comply with the Group management system standard and associated policies in the workplace

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: 0

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

1. Able to act within delegated responsibilities, scope of works and approved policies & procedures
2. Able to operate within constraints of Regulatory Authority and legislative requirements
3. Subject to 1 & 2, able to identify, analyse and implement change options that improve business efficiency or service quality

Revenue:

#### Knowledge and Person Specifications

##### PERSON SPECIFICATION:

Demonstrated ability to operate in team/shift & day of ops environment to deliver operational objectives  
Lateral thinker & planner, capable of operating under pressure to achieve immediate outcomes  
Committed team player, willing to challenge & debate issues & commit to implementation of agreed outcomes  
Articulate two way communicator & influencer

Committed to personal development and business improvement

**KNOWLEDGE/SKILLS/EXPERIENCE:**

Familiarity with Civil Aviation regulations and other regulations governing industrial workforce management (OH&S, Industrial Relations, Environment, EEO etc.)

Sound communication skills, written and oral

Experience in developing and managing to agreed and measurable performance thresholds

Eligibility to hold an Aviation Security Identification Card (ASIC)

Experience in planning, & business management and understanding of quality systems

Sound level of computer literacy

Australian certificate of proficiency as Aircraft Maintenance Engineer (AME) - preferred

Specialised knowledge of QF aircraft fleet IFE systems, operations and troubleshooting essential

Exposure to Lean/Six Sigma and audit standards & methodologies an advantage

**POSITION DIMENSIONS/SCOPE:**

QF Domestic

A332

763

737

QF International

744

A333

A332

A380

JQ

A332

Comments

<b>Employee Signature</b>	<b>Managers Signature</b>
<hr/>	<hr/>
<b>Date</b>	<b>Date</b>
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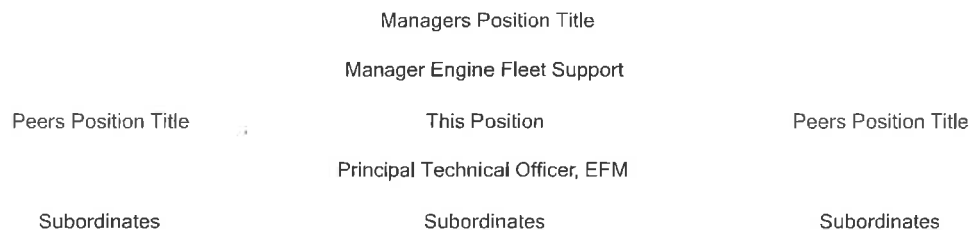
## Position Description Principal Technical Officer , EFM

Confirmed

Position Title: Principal Technical Officer, EFM  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: ENGINEERING SERVICES 488 (2855)  
 Organisation Unit : EFM ADMIN 421 (666)  
 Reference Number: RREL-9W95YL  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Conduct engine condition monitoring (ECM) for customer fleets, identify & interpret adverse trends or step-changes, take appropriate actions and/or consult with respective Principal Engineer / Engine Manager  
 Conduct wear debris analysis (WDA) using the Scanning Electron Microscope (SEM) and Optical Microscope for Qantas and customer fleets, interpret findings and compile WDA reports  
 Provide ad-hoc operational support outside normal working hours for WDA  
 Administer Powerplant and APU reliability programs and accomplish analysis for customer engines  
 Take a leadership role in process improvement initiatives related to ECM, WDA  
 Interpret technical event reports to identify root cause and for the purposes of acquiring statistical data  
 Analyse reliability trends and prepare technical reports as required  
 Deputise for Compliance Controller during absence / leave etc



### Working Relationships

Position	Type and Nature of Relationship
MOC/Maintenance Managers	Scheduling actions. Identifying issues
Planning	Scheduling work
Tech Groups/Principal Engineers	Troubleshooting, Discussing corrective action
Manufacturer/Vendor	Request recommendations or product specs

### Key Accountabilities :

Key Result Area	Major Activities
1 Monitor Engine trends using condition monitoring (ECM) software. (80% of role)	To eliminate or minimise operational disruption due to engine defects. No. of Engine events or delays
Engine wear debris analysis. Analyse	Identify and action engine core wear prior to failure

2	debris samples.	No failures due to bearing or gear wear
3	Raise required action documents for SEM & ECM	Action trend issues Identified engine problems are resolved
4	Maintain ECM program and ensure it is running	Ensure ECM is running ECM is online
5	Maintain Electron microscope, ensure services are up to date and parts stocked	Ensure SEM is running SEM is available & running
6	Backup Compliance Controller Role	
	Major Challenges	Aircraft availability, minimising disruption with required actions, scheduling corrective action in given schedule prior to operational event or disruption. Remotely Identifying and troubleshooting a defect with limited access to the aircraft and the maintenance recently carried out. Supplying correct action instructions to troubleshoot and correct defects. Time management is an issue as number of heads in these roles has been reduced.
7		
8	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	
9		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments: 7 customers

Authority:

Revenue: Approx \$40K pa (Customer WDA work)

**Knowledge and Person Specifications**

Engine system experience. Maintenance process experience.  
Internal engine/Gearbox material knowledge  
Experience operating an Electron Microscope  
Experience using Engine Condition Monitoring software  
LAME experience preferable

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date



## Position Description

### Senior Technical Officer, A330 Fleet

Confirmed

Position Title: Senior Technical Officer, A330 Fleet

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : A330 FLEET MANAGEMENT 433 (3058)

Reference Number: DDFL-9E94NX

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The position is responsible for developing the System of Maintenance for the A330 Fleet to show compliance to approved instructions for continued airworthiness (Airworthiness Directives, Maintenance Review Board, Airworthiness Limitations, Continuing Airworthiness Requirements) and incorporate variations and requirements from Qantas and Jetstar as required.

In addition, they will identify opportunities to optimise the A330 Maintenance Program to ensure compliance is achieved within economical policy and constraints, for and on behalf of the Engineering Manager, providing escalations when necessary.

This position is also responsible for prioritising, intervening and assisting when required in all phases of implementation of all A330 Fleet modification programs in resolving issues for example logistics and tooling. And ensuring all Modification programs are progressed in line with the compliance/scheduling requirements specified in line with the Fleet Management expectations.

This includes: Monitor and report on A330 Fleet Critical Mod Programs for the fleet (including AD related Inspection and Modifications), assist as required in mitigating risks associated with the timely completion of such Programs (ie. ensuring compliance with AD's when applicable), and where necessary escalate to the Manager Fleet Engineering and/or Head of Engineering Services when progress is unsatisfactory or compliance at risk.

Managers Position Title		
Manager Engineering		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Design & Projects	Senior Technical Officer, A330 Fleet	Senior Technical Officer, CFM Engines
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Fleet Engineers, Fleet Managers and Head of Engineering Services Supply Chain MOC Planning, Line & Heavy Maintenance Planning OEM	Assist with preparation & implementation of Mod Programs as required Oversight and accountability of Mod Programs and escalations. Logistics issues related to Mod Programs & Component Pooling Contract related matters Planning / scheduling of Mods Technical & Logistics issues related to Mod Programs

Manager Engineering Maintenance Contracts  
Quality and Risk  
CASA

Technical & logistics issues related to impacted by  
Component Pooling Contracts;  
Provide escalations and oversight of Mod Programs  
Oversight and accountability of Mod Programs.  
Oversight and accountability of Mod Programs.

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Providing oversight of A330 Fleet-Aircraft Maintenance Program (AMP)	<p>Monitor &amp; report on A330 Fleet AMP status including Airworthiness Directive (AD), Maintenance Review Board, Airworthiness Limitations and Continuing Airworthiness Requirements</p> <p>- Advise or assist, and liaise with applicable stakeholders to make sure all parties are aware of the issue and facilitate resolution to ensure Fleet Maintenance Program and Airworthiness Directive timelines are maintained.</p> <p>Consider Finance Need to minimise costs, or budgetary constraints which could impact on Program start up;</p> <p>Consider the regulatory requirements to complete or alter AMP requirements within mandated timeframes</p> <p>Attend and actively participate in the weekly Maintenance, Reliability and AD Management meetings</p>
2	Providing oversight of A330 Fleet Reliability Programs	<p>Develop and utilise methods for determining reliability of A330 Fleet systems, components, equipment, and processes using all available data including but not limited to delays, MELs and aircraft trouble shooting messaging</p> <p>Conduct analysis of A330 Fleet reliability problems and investigate to determine the reliability required for the particular situation considering the cost limitations for equipment up/down time, repair/replacement costs, weight, size, and availability of materials/equipment.</p> <p>Determines the cost advantages of alternatives for developing action plans to comply with internal/external customer demands for reliability processes/equipment to avoid failures.</p> <p>Understands and monitors maintenance activities and costs for maintaining the subfleet</p>
3	Support the delivery of optimisation and enhancement programs for the A330 Fleet	<p>Support the identification of maintenance program cost reductions and reliability improvements for the A330 Fleet.</p> <p>Partner with Engineering Specialists and Maintenance providers to implement continual improvement opportunities in both the provision of engineering support and acquittal of maintenance</p> <p>Support the 24 x 7 operational support model for troubleshooting, repair and modification of Qantas and customer aircraft</p>
	Drives continuous improvement	<p>Monitor KPIs to support the Key Result Areas for the subfleet to ensure continued satisfactory performance and communicates the performance to the A330 Fleet Manager highlighting variations to the targets</p> <p>Initiate engineering and process change improvement projects both within his/her own business unit and within other business units to address reliability and maintainability issues and</p>

risks.

Monitor the effectiveness of supporting processes such as technical data, IT systems and configuration management to ensure effective and efficient fleet operations

Apply Lean Thinking, RCA, data analysis methods and other appropriate problem identification and improvement methods

Identify and understands the impact of changing regulatory environment on the operation of both the fleet and its Mechanical Systems

#### Stakeholder Management

Works with stakeholders in the Maintenance Control Centre, Flight Operations and Network on a daily basis to determine and validate their requirements and ensures these are agreed and integrated with the Key Performance Indicators identify systemic reliability and maintainability issues evidenced by fleet and maintenance provider performance

Reviews and monitors regulatory requirements as they pertain to Reliability and Maintainability and is able to develop programs that ensure Qantas remains compliant with these requirements

Maintains professional and collaborative relationships with Original Equipment Manufacturers to ensure we obtain access to appropriate industry data

5

6 Comply with Corporate and Divisional Service Standards.

Comply with the Group management system standard and associated policies in the workplace

- Act in accordance with Qantas Service standards.

- Work with due care and consideration to safeguard their own health and safety and the health and safety of others

- Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.

Report all incidents (including dangerous occurrences) and hazards.

Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.

Attend, when directed, any course of training or instruction related to health and safety issues.

Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

7

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments:

This position is responsible for developing the System of Maintenance to show compliance to approved instructions for continued airworthiness (Airworthiness Directives, Maintenance Review Board, Airworthiness Limitations, Continuing Airworthiness Requirements).

This position has the authority to determine whether to escalate

Authority:

Maintenance and Inspection activity, which will result in recommendations to Fleet Manager and or the Head of Engineering Services where required / requested in relation to Mod Programs.

Revenue:

NA

**Knowledge and Person Specifications**

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure. Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company.

Ability to provide exposure to multiple systems and an understanding of how they interact.

Demonstrated proficiency in Qantas Engineering software and systems, with a knowledge of Maintenix, EDAT, eRES, SUPPLY & GDP computer systems;

Strong MS Office skills and applications to support generation of reports and communications for department activities;

Effective time management skills with an ability to prioritise department tasks while working on multiple projects.

Good Communication skills at all levels;

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Good Problem Solving Skills;

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Quality Engineer /Senior Quality Engineer

Confirmed

Position Title: Quality Engineer/Senior Quality Engineer

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: QANTAS ENGINEERING 485 (489)

Organisation Unit : QUALITY & SAFETY - AMS 458 (691)

Reference Number: DDSM-9NR8YC

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Responsible to the Manager Quality & Safety - AMS, through the applicable Quality Manager for quality assurance & safety duties dependent upon the location within Quality & Safety - AMS department. This is a high level of regulatory knowledge dependant position with a required broad Qantas Engineering experience covering aircraft, engine and component maintenance processes, regulatory compliance and certification requirements. This position provides regulatory oversight of the Qantas Engineering - AMS Part 145 production units.

Managers Position Title		
Manager Quality		
Peers Position Title	This Position	Peers Position Title
Senior Auditor	Quality Engineer/Senior Quality Engineer	NDT Quality Surveyor.
Subordinates	Subordinates	Subordinates
0	0	0

### Working Relationships

Position	Type and Nature of Relationship
Manager Quality & Safety - AMS Manager Quality - SYD, MEL, BNE Manager Operational Training CASA, FAA, EASA, CAA NZ etc QE Production Management Certifying employees and AMEs Workshop employees.	Accountable to MQ&S - AMS via the applicable Manager Quality Report to and takes direction from the Manager Quality Working to the various airworthiness regulations and requirements Provides Quality Assurance support and guidance to managers and their production units Works with QE employees to carry out audits, investigations and provide regulatory compliance/certification support.

### Key Accountabilities :

Key Result Area	Major Activities
Audit, audit preparation and facilitation	Internal Audits * Perform component maintenance product audits * Perform National Airworthiness Authority (NAA) annual audits * Perform production unit surveillance - domestic and overseas

1		<ul style="list-style-type: none"> <li>* Manage audit database entries for findings and actions as required. Validate actions</li> <li>Facilitate External Audits conducted by Airworthiness Regulators, Certification bodies and Safety Services</li> <li>* Perform pre audit assessment</li> <li>* Perform audit facilitation - announced and unannounced</li> <li>* Carry out post audit administration (AQD/Intelex)</li> <li>* Manage audit database entries for findings and actions as required. Validate actions</li> </ul> <p>Outcome - Internal and External audit plans completed each year.</p>
2	Investigation of maintenance error	<p>Perform MEDA and TapRoot Investigations</p> <ul style="list-style-type: none"> <li>* Perform MEDA and TapRoot investigations for medium or higher risk events or if instructed by the Accountable Manager or Port Manager</li> <li>* Perform MEDA investigation findings/actions acceptance/validation for business led investigations</li> <li>* Raise investigation report and manage investigation database entries for findings and actions as required. Validate actions</li> <li>* Assist production units with their investigations as required</li> </ul> <p>Outcome - investigation causes identified and actions in place to prevent a re-occurrence.</p>
3	Authorisation of certification employees and General Approvals	<p>Authorisation of certifying employees - LAME/PE/NLCS/SMC/Welder/NDT.</p> <ul style="list-style-type: none"> <li>* Evaluate authorisation applications</li> <li>* Provide application support and guidance</li> <li>* Brief applicant prior to approval</li> <li>* Grant authorisation and create or update eQ records and files</li> <li>* Grant approval for access to maintenance computer systems (Maintenix, ARC database etc)</li> <li>* Manage eQ qualification database.</li> </ul> <p>Outcome - certifying employees correctly authorised or approved in accordance with Part 145 requirements.</p>
4	Evaluate subcontractor, changed facilities, processes, production and third party customers	<p>Part 145 Subcontractor approval</p> <ul style="list-style-type: none"> <li>* Carry out site assessment and report, evaluate certification process, consider manufacturing requirements.</li> </ul> <p>Changed facilities, processes, production requirements</p> <ul style="list-style-type: none"> <li>* Evaluate and assess, change management process, raise reports, update documentation and gain approvals</li> </ul> <p>Third party customers</p> <ul style="list-style-type: none"> <li>* Carry out assessment of requirements for technical handling of third party customers with respect to regulatory requirements, write reports, create documentation and gain approvals. Provide certification advice as required.</li> <li>* Liaise with customers</li> </ul> <p>Outcome -Subcontractors, facilities and third party operators approved to maintain regulatory compliance</p>
	Airworthiness Authority approvals	<p>Airworthiness Authority Approvals (CASA, FAA, EASA, CAANZ, GCAA, DCAM, CAAF etc)</p> <ul style="list-style-type: none"> <li>* Evaluate CASA Part 145 approval changes updating documentation, gaining CASA approval. Liaise with regulator</li> <li>* Evaluate other regulator new/changed approvals</li> </ul>

5		<p>for third party customers as required, updating processes and documentation, gaining approval. Liase with regulator</p> <ul style="list-style-type: none"> <li>* Manage Capability List changes/additions and perform product compliance assessments and approval. Liase with regulator.* Provide regulatory training, communications and guidance as required.</li> </ul> <p>Outcome - new approvals obtained and existing approvals retained.</p>
	General Quality Assurance duties	<p>General Quality Assurance Duties</p> <ul style="list-style-type: none"> <li>* Manage Quality &amp; Safety Help Desk</li> <li>* Produce production Quality Forum data.</li> <li>* Grant variations against procedures</li> <li>* Provide maintenance certification advice/support in accordance with Part 42 and 145.</li> <li>* Provide quality promotion and communications</li> <li>* Evaluate quality discrepancy reporting - create forum data (Form 500/Intelex)</li> <li>* Provide Supply Chain support - acceptance of parts/documentation/variations/storage</li> <li>* Provide tooling &amp; equipment support - lost tooling/out of calibration tolerance investigations/storage/control</li> <li>* Evaluate/create changes to QEPM/LAPS and MOEs.</li> <li>* Analysis of quality performance data.</li> <li>* Other duties and functions as directed by the employees manager, commensurate with the employees competency</li> </ul> <p>Outcome - Qantas Engineering provided with quality assurance support and no loss of approvals .</p>
6		
	Comply with Corporate and Divisional Service Standards.	<p>Provide the highest level of service to Qantas Engineering, ensure that value is added and all Airworthiness regulations and requirements are effectively complied with. The result is that Q&amp;S - AMS is the 'preferred supplier' of this service. Qantas behaviours</p> <ul style="list-style-type: none"> <li>* Safety: I demonstrate a genuine commitment to safety</li> <li>* Service: I have a can-do attitude and I deliver my part of the customer promise</li> <li>* Innovation: I challenge the way things are done and take ownership for finding a better way</li> <li>* Collaboration: I work with others to create a winning and inclusive culture and an enjoyable place to work</li> <li>* Integrity: I am open, I listen and speak honestly and respectfully</li> </ul> <p>Outcome - compliance with Qantas and Qantas Engineering standards and behaviours</p>
7		
	Comply with the Group management system standard and associated policies in the workplace	<p>Work with due care and consideration to safeguard their own health and safety and the safety of others .</p> <p>Comply and cooperate with all safe working practices and procedures developed in accordance with S.A.F.E.</p> <p>Report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety or the health and safety of others , including seeking appropriate 'First-Aid' of Medical Treatment as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety issues.</p> <p>Use appropriately, any safety equipment that is issued for personal protection, and ensure that it is</p>
8		

maintained in  
proper order.

Outcome - a safe operation with no injuries

Comply with all responsibilities, authorities and  
accountabilities as required by the Group  
management system standard and associated  
policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: 0

Payroll (\$'s p.a.): Responsibility of the Manager Quality & Safety - AMS

Operating Budget: Responsibility of the Manager Quality & Safety - AMS

Comments:

Authority: Authority to interpret regulations and request production unit compliance .  
Authority to Liase with Airworthiness regulators

Revenue: Non directly however, the retention of the CASA and other Airworthiness  
Authority approvals ensures that the QE Businesses gain revenue from  
maintaining other operator's aircraft, engines and components. Some  
revenue may be attained from Audits requested by other areas of QE .

**Knowledge and Person Specifications**

Essential Requirements - Quality Engineer

Technical knowledge and experience in aircraft and /or aircraft engines or components in excess of 5 years.

Aircraft Type Licence, Production Examiner/NLCS Authorisation or equivalent (Certification experience).

Knowledge of CASA Part 42/145, EASA, FAA and ISO 9001 requirements

Good working knowledge of QE maintenance systems.

Ability to understand and interpret contractual , regulatory and procedural requirements for Qantas and  
customers, with a view to analysing and making recommendations for improvements .

Ability to work effectively and efficiently on individual assignments or team projects with minimum supervision .

Computer skills in the use of Microsoft Office applications , Aviation Quality Database (AQD)/ Intelix and QE  
systems.

Ability to prepare and present reports in a concise and logical manner .

Excellent interpersonal skills with the ability to effectively communicate with staff verbally and in writing at all  
levels as well as internal and external customers and Regulatory Authorities .

Eligibility to hold an Aviation Security Identification Card (ASIC).

Ability to meet Corporate and Divisional/Departmental Service Standards.

Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard .

Desirable Requirements - Quality Engineer

Previous quality assurance and auditing experience

Tertiary education qualifications or relevant training in the field of Quality Assurance , Quality Auditing or Quality  
Management.

Negotiation and conflict resolution skills .

Essential Requirements - Senior Quality Engineer

At least 3 years as a Quality Engineer

Competency assessed with respect to the above KRAs and proven competency in the applicable items .

**Comments**

EBA governs progression from Quality Engineer to Senior Quality Engineer

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Instructor - Apprentice Training

Confirmed

Position Title: Instructor - Apprentice Training

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: QANTAS ENGINEERING PEOPLE 112 (679)

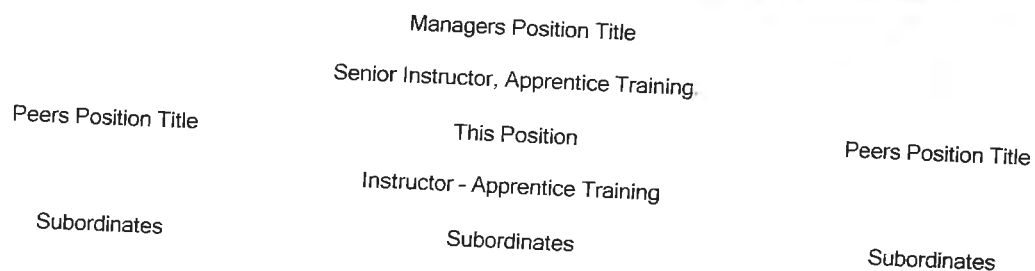
Organisation Unit : APPRENTICE ADMINISTRATION 292 (9565)

Reference Number: KKHA-95D6UG

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The Instructor Apprentice Training is responsible for ensuring that Qantas Engineering maintains compliance in the way in which it recruits, registers, performance manages, and achieves required training competencies in accordance with the National Training Package and respective State Training requirements.



#### Working Relationships

Position	Type and Nature of Relationship
Production Managers	Regular consultation, advice, updates and reporting.
Support Managers	Work with all parties and form collaborative relationships to implement successful outcomes.
Corporate Communication team	Ensure open, effective and time sensitive communication and feedback channels.
People Shared Services	Highlight issues and seek advice / approval when required.
Performance and Culture	Represent Qantas' interest at all times.
Business Segment Leaders & Staff	Management of relationship with external companies / education providers in relation to initiatives requiring input /
3rd Party suppliers	consol from outside the company.
Various Government bodies that administer mature age education	Business partnering to develop effective communication of strategies and plans.

#### Key Accountabilities:

Key Result Area	Major Activities
Maintain Compliance to training body regulations	Tracking of the national apprenticeship program including: Achievements of competencies Performance Management Management of Training Placement To have an conceptual understanding of the State

		Acts and Legislations related to the registration and training of apprentices Highlight any (potential) compliance breaches and escalate them to the Senior Instructure
2	Delivery of day to day activities within the department	Delivery of day to day activities within the department Supervise all apprentices with the designated trade stream Tracking and interpretation of competency journals Apprentice performance tracking Maintaining data in IT systems for the purpose of reporting Manage people issues escalating where required Maintenance tracking of leased properties in Avalon Victoria including the management of all lease requirements Providing expert advice on and assistance to the operational businesses on apprentice related matters Managing workloads and priorities Interactions with apprentices on work related issues
3	Execute the annual apprentice recruitment program	Ensure all key milestones are met in the recruitment plan through: Participate in the generation of the plan Partake in the review of the plan Tracking the progress of the plan Engaging the identified key stakeholders to ensure milestones are met Participate in the recruitment activities of the plan eg assessment centre, interview panels
4	Execute the Qantas Engineering Apprenticeship marketing campaign	To participate in the implementation of the Qantas Engineering recruitment marketing campaign including Attending key careers expos Visiting schools and TAFEs to generate future apprentice pipelines through presentations and information seminars Input into the print and electronic media campaigns Partnering with both internal and external stakeholders during expos to deliver a consolidated message to potential applicants
5	Apprentice Reporting	Populate reports for distribution to the businesses on: Apprentice trade splits Apprentice on the job performance Apprentice TAFE performance Apprentice movements Apprentice graduations Apprentices moving from non productive to productive
6	Comply with Corporate and Divisional Service Standards.	
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

Position Dimensions (Including scope and authority)

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget: Nil

Comments:

Authority:

Decisions associated with day to day activities outlines above.

Revenue:

#### Knowledge and Person Specifications

Proven supervisory experience  
Able to effectively influence and negotiate  
Be trustworthy with sensitive information  
Be able to relate and communicate to all levels of staffing hierarchy  
Excellent administrative and organisational skills  
Thorough knowledge of Company Corporate Policies and Procedures, Legislative requirements  
Strong Understanding of the aviation industry and Aeroskills Training Package requirements  
Good understanding of OH&sS and EEO requirements  
Good understanding of recruitment practices and interviewing techniques  
Practical experience in training or mentoring apprentices  
Excellent written and spoken communication skills with demonstrated strong organisational skills  
Advanced computer literacy with advanced skills with PC Applications ie Word, Powerpoint, Excell, EMSTAFF  
Understanding of HR systems and processes with experience in people management  
Ability to relate to apprentices in a range of life critical situations providing guidance and coordination of external counselling services.  
Ability to meet Corporate and Divisional/Departmental Service Standards.

Comments

Employee Signature	Managers Signature
<hr/>	<hr/>
Date	Date
<hr/>	<hr/>



## Position Description

### Senior Technical Officer, Policy & Procedures

**Confirmed**

Position Title: Senior Technical Officer, Policy & Procedures

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : POLICY & PROCEDURES 232 (738)

Reference Number: DDFL-9DZ52W

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The Senior Technical Officer, Policy & Procedures supports the administration and oversight of amendments to policy, procedure and related documents in the Document Management System (DMS). In addition, they are also responsible for supporting the local implementation of projects affecting the Controlled Manual Suite.

Managers Position Title		
Principal Technical Officer, Policy & Procedures		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Fleet Engineering	Senior Technical Officer, Policy & Procedures	Senior Technical Officer, APU
Subordinates	Subordinates	Subordinates
Senior Technical Officers Technical Officers	Senior Technical Officers Technical Officers	Senior Technical Officers Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Quality Managers (AA and AMS)	Review and acceptance of changes to procedures.
Compliance Manager / Approval Manager P&P	Regulation compliance and approval of changes to procedures.
Change requestor (Anywhere in QE)	Operational updates and Project working groups.
IT Services	Clarification of change requests and engagement to resolve issues during review cycle.
Manager Safety Investigations	Identification and resolution of IT issues with Document systems for daily operations.
	Discussion of P&P allocated Quality investigation reports.

#### Key Accountabilities:

Key Result Area	Major Activities
Support amendments to DMS using defined processes	Ensure completion of assigned tasks in business systems and document management systems Liaise with customer to ensure feedback in actioned in a timely manner
Support delivery of special projects	Support business projects as required Complete assigned tasks in a timely and effective

2		manner Attend and participate in all Project Meetings Provide timely and accurate information to ensure Project Schedule and Issue/Risk registers are up to date
	Ensure all tasks are conducted in accordance with relevant procedures	Attend weekly department meetings and provide timely and effective updates on work status and issues
3		Adhere to internal processes to ensure operational requirements for the DMS are met Report any delays, disruptions and failures in DMS and implement appropriate recovery procedures. Support the ongoing integrity of the DMS and rectify any defects or errors that are assigned for completion
	Support Continuous Improvement	Participate in lean action work outs Provide demonstrated examples of process improvement Support the development of a culture that delivers excellence in operational performance and customer relationship with a focus on QF profitability.
4		Support the implementation of communication strategies that ensures the team has a clear understanding of business objectives and developments.
	Support the self-audit process.	Support the ongoing audit and surveillance of DMS practices to ensure that the data is updated correctly and that any issues detected are corrected. Support the acquittal of audit findings detected by Internal Audits, CASA or other external NAAs and ensure that preventative action is implemented and adequate finding responses provided.
5		
6	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	- Act in accordance with Qantas Service standards.  - Work with due care and consideration to safeguard their own health and safety and the health and safety of others - Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.
7		Attend, when directed, any course of training or instruction related to health and safety issues. Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.  Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA  
Comments: NA  
Authority: Within scope of role  
Revenue: NA

**Knowledge and Person Specifications**

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure.  
Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. (provides exposure to multiple systems and an understanding of how they interact)

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Effective time management skills with an ability to prioritise department tasks while working on multiple projects.

Excellent verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Competency in communicating with Senior Management on operational and project issues.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Comments

<b>Employee Signature</b>	<b>Managers Signature</b>
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<b>Date</b>	<b>Date</b>
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## Position Description Senior Compliance Controller

Confirmed

Position Title: Senior Compliance Controller  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: MAINTENANCE OPERATIONS CENTRE (8773)  
 Organisation Unit : MAINTENANCE OPERATIONS CENTRE (8773)  
 Reference Number: RREL-9EJSZK  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

To process / monitor EI's (Engineering Instructions) within the QSOM (Qantas System of Maintenance) and AAOPS's (Aircraft Airworthiness Operating Procedures) on the B737 fleet (Qantas and client).  
 Raise EI concessions (extensions to compliance) as required.  
 To Supervise and mentor / train staff (including apprentices) within the B737 planning area.  
 Consult / advise on various issues with Engineering Services and Supply Chain.  
 Audit EI's at receipt and post-release stage in CAMEO.  
 Audit ANG114 compliance reports.  
 Consult / liaise with other areas and stakeholders to ensure EIs are accomplished within a timely manner and address any issues that may arise.  
 Produce modification programmes and forecasting on EI's as required.  
 Constantly develop and advise on procedure amendments to suit the local area requirements.  
 The role exists to ensure compliance with Qantas Engineering Instructions on the B737 fleet in addition to ensuring staff members are trained and conversant with the requirements of the area as per the MOC procedures.

	Managers Position Title	
	Controller B737 Work Packages	
Peers Position Title	This Position	Peers Position Title
	Senior Compliance Controller	
Subordinates	Subordinates	Subordinates
	Production Planners	

### Working Relationships

Position	Type and Nature of Relationship
Engineering Services	Consult / advise with EI's (pre-planning, negotiating compliances, etc). Advise of EI policy staff / workload (ATA chapters) changes.
Supply Chain	Advise as to when parts / logistics are required. Advise of policy changes within the MOC, staff/workload changes.
Line Maintenance	Advise of EI's that are to be planned and manage any issues that may arise.

### Key Accountabilities:

	Key Result Area	Major Activities
1	Ensure compliance is achieved on Qantas EI's across the B373 fleet	Compliance of EI's are achieved on the B373 fleet. EI's have been accomplished on the B373 fleet within compliance, with minimal disruption to the operation.
2	Ensure staff are supervised / mentored and trained in the MOC procedures	Staff are fully conversant with and are able to comprehend the requirements and expectations of the department
3	Auditing of ENG114 compliance reports	Ensure compliance of B373 fleet within a 60 day period on rego and component EI's. Ensure no EI's are overdue that could potentially ground an aircraft.
4	Audit EI's at receipt and post-CAMEO release stage	Identify anomalies on EI's at receipt / post-CAMEO release stage. Ensure EI's are set up correctly by the planners on receipt and CAMEO post-release.
5	Consult with other departments to ensure EI's are issued in a correct manner and to ensure a smooth workflow is achieved to enable compliance with B373 EI's	Address any issues that may arise whilst implementing EI's. Ensure compliance with EI's is achieved after consultation with other areas.
6	Produce modification programmes and forecasts as required	Ensure there is an understanding of events, workflow and compliance. Ensure aircraft are accomplished in a timely manner as per programme / forecast.
7	Comply with Corporate and Divisional Service Standards.	
8	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: 6 to 7

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

Decisions expected: various decisions are made in the position, on an ad-hoc basis, and can range from including a task in a work package to managing leave issues.

Recommendations expected: decisions made are of benefit to the company and all possibilities have been reviewed to arrive at the final decision.

#### Knowledge and Person Specifications

Knowledge of CAMEO, MS Office applications, Qantas System of Maintenance, Qantas Policy/WHSE requirements, planning philosophies and supervisory / negotiation skills.

A trade or technical background equivalent

Ability to be analytical within the scope of the role

A high degree of accuracy

Strong communication and problem-solving skills

Ability to work under pressure

Ability to perform higher duties if required



## Position Description Production Support Coordinator

**Confirmed**

Position Title: Production Support Coordinator

Segment: Qantas Airlines

Division: QANTAS ENGINEERING 485 (489)

Branch: BASE MAINTENANCE BRISBANE 734 (8079)

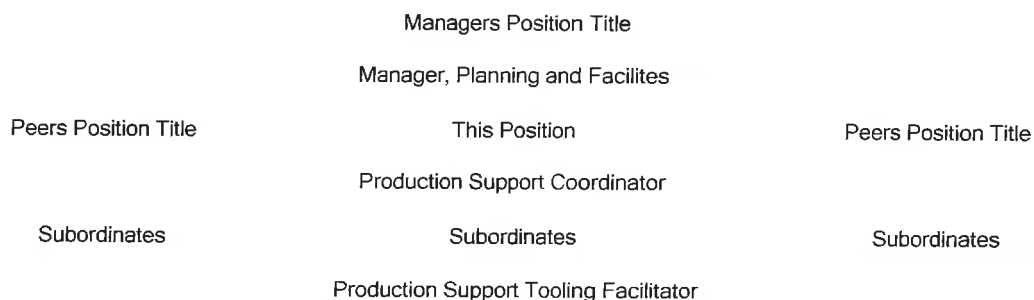
Organisation Unit : AIRCRAFT PRODUCTION SPRT 908 (8908)

Reference Number: ~~RRPR~~-9DG323

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

1. Comply with Corporate OH&S standards
2. Comply with Corporate Customer Service standards
3. Continuously liaise with staff and contractors regarding on-going repairs and maintenance to the Brisbane Base Maintenance facility
4. Develop and maintain a facility maintenance programme
5. Ensure that all work is completed to a high standard and within budget
6. Complete and certify documentation in a timely manner to ensure company, customer and regulatory requirements are met



### Working Relationships

Position	Type and Nature of Relationship
Base Maintenance Managers, Team Leaders and employees	
Support Staff	Daily working relationships
Other areas of ETOMS/QF as required	
External suppliers	

### Key Accountabilities:

Key Result Area	Major Activities
Comply with Corporate OH&S Responsibilities	Work with due care and consideration to safeguard own health and safety, and health and safety of others. Comply with all safe working practices developed in accordance with SAFE. Report all incidents and hazards. Attend, when directed, any training course related to health safety issues. Use appropriately any safety equipment that is issued for personal protection, and ensure that it is

		<p>maintained in a proper order.</p> <p>Receive information re OH&amp;S at toolbox meetings</p> <p>As required, be involved in formal investigations of all injuries of a serious nature</p> <p>Be proactive in identifying of workplace hazards.</p> <p>Participate in HIRAC procedures as required</p>
2	<p>Production Requirements</p> <p>Quality</p>	<p>Identify facility improvements including identifying requirements for additional equipment and tooling.</p> <p>Careful use of restricted items, uniforms, tooling and aids to production items</p> <p>Ensure all assets are used appropriate, effectively and according to design intention.</p> <p>Inform GSE and property of defective equipment and facilities using appropriate reporting means</p> <p>Ensure inspection, maintenance and sign for completion of work on company and client facilities and equipment, as per manufacturer's/Company's specifications to a very high standard.</p> <p>Ensure efficient use of time and section facilities</p> <p>Communicate with all parties as required</p> <p>Undertake projects and provide feedback and written reports as required</p> <p>Regularly attend toolbox meetings</p> <p>Using manual or computer based systems, providing accurate tracking of work</p> <p>Identify partly completed tasks which are unable to be completed within planned time frame and formulate recovery plans</p> <p>Maintain accurate information of technical status of work being performed</p> <p>Accurately report the status of work and progress to stakeholders</p> <p>Be proactive in maintaining quality standards.</p> <p>Ensure that all work meets company standards</p> <p>Carry out, as requested, self-audit and hangar audit programmes, and ensure corrective and preventative action is taken</p> <p>Ensure good housekeeping practices are maintained</p> <p>Ensure company procedures are followed and adhered to</p> <p>Have a detailed understanding of ETOMS Procedures Manual and the QF policies and procedures pertinent to the area</p>
3		
4	<p>Documentation</p>	<p>Ensure adherence to serviceable/unserviceable parts segregation and documentation procedures</p> <p>Ensure suppliers provide all documentation in a correct and timely manner</p> <p>Ensure documents are processed in accordance with the company procedures - includes manual or computer based systems</p>
5	<p>Comply with Corporate and Divisional Service Standards.</p>	<p>Maintain continual focus on the correct and safe completion of work</p> <p>Ensure all work is carried out IAW approved documentation and procedures</p> <p>Always present yourself in a polite and courteous manner</p> <p>Be proactive in the correction, reporting and follow up of problems within area of control</p>
6	<p>Comply with the Group management system standard and associated policies in the workplace</p>	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated</p>

policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: 13

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

**Knowledge and Person Specifications**

Proven coordination skills with the ability to work harmoniously in a team to achieve objectives.

Strong written and verbal communication skills.

Experience or formal qualifications in OH&S.

Computer literate and familiar with company IT policies

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



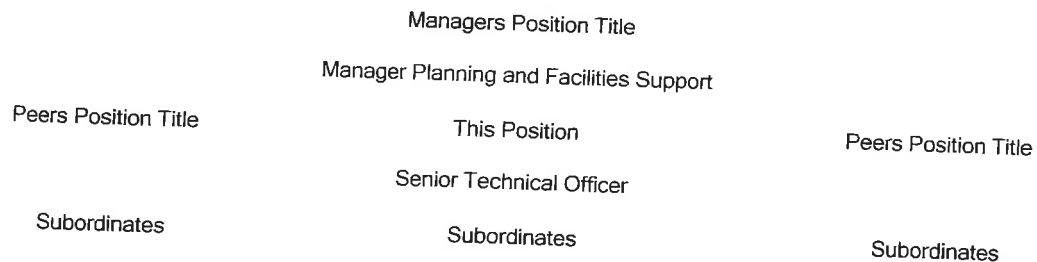
## Position Description Senior Technical Officer

Confirmed

Position Title: Senior Technical Officer  
 Segment: Qantas Airlines  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: BASE MAINTENANCE BRISBANE 734 (8079)  
 Organisation Unit : PLANNING&SUPPORT TECH CELL 748 (8903)  
 Reference Number: RRPR-9DM2A3  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

To provide overarching timely technical assistance to Production and Support staff



### Working Relationships

Position	Type and Nature of Relationship
Operations Manager	Daily working relationships
Check Coordinators	
Engineering Services	
Materials and Logistics	
Production Teams	
Various external customers as required	

### Key Accountabilities:

Key Result Area	Major Activities
Provide technical assistance to Production and Support Staff	Research and deliver technical information to production and support staff Review work progress and identify deficiencies Amend documentation when deficiencies are identified Estimate labour requirement Ensure timely resolution of technical issues Ensure production team satisfaction Perform investigations Mentor staff in a support capacity
Assist in the preparation of Engineering Authorities	Develop engineering authority for submission to

2		certifying engineer Ensure maintenance milestones are not impacted due to final submission of Engineering Authorities Ensure completeness and accuracy of engineering authorities
3	Liaise with original equipment manufacturers in the resolution of production issue/s	Interaction with OEMs to resolve technical issues Ensure timely delivery of OEM resolution
4	Source alternate parts and materials to resolve production issues	Research approved publications to determine alternate part and material Ensure timely delivery of alternate part and material modification
5	Assist teams in the development of improved processes	Participate in lean action work outs Provide demonstrated examples of process improvement
6	Preparation of technical briefings	Prepare and deliver technical briefings Adhere to policy and procedure Provides briefing delivery Provides staff feedback summary
7	Comply with Corporate OH&S standards	Provide quality service to customers Take ownership of customer problems and is part of the solution Provide delivery of reliable, presentable and serviceable aircraft on time Presents one's self and one's work environment in a professional manner Receives positive customer feedback
8	Comply with Corporate customer service standards	Ensure that safe work practise and procedures are implemented and adhered to in accordance with Qantas policies for employees Perform work place inspections and safety observations Employee is aware of safe work practise and procedures Ensure safety incidents are promptly reported and documented Inspections and observations are completed to schedule
9	Comply with Corporate and Divisional Service Standards.	
10	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

**Knowledge and Person Specifications**

Organiser, strategic thinker, problem solver, self motivator, customer focused, team player, achievement driven, technically orientated, effective communicator

Extensive experience in an aircraft technical environment with detailed knowledge of Qantas Engineering systems and procedures

PC literate with ability to use standard desktop software

Production Examiner Authority

MEDA Investigation trained

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Senior Technical Officer, EDD

Confirmed

Position Title: Senior Technical Officer, EDD

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

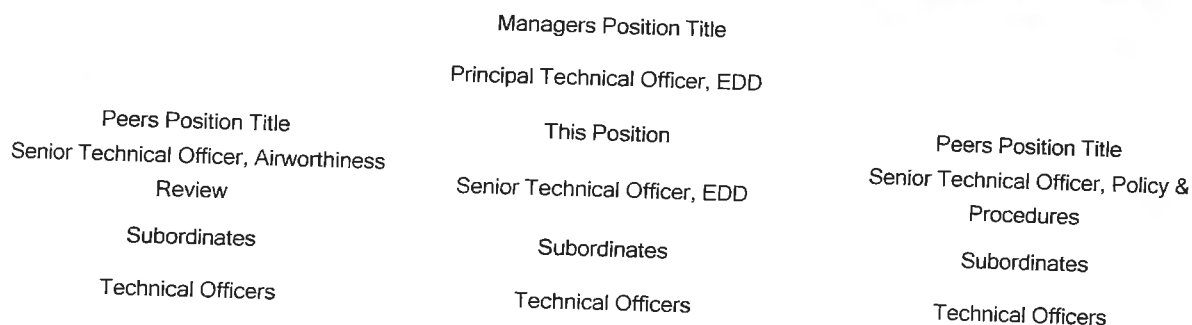
Organisation Unit : ENGINEERING DATA DELIVERY 365 (9745)

Reference Number: DDFL-9DZ5TD

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The purpose of this position is to deliver of task writing and task instructions to Maintenance facilities. In particular this role is responsible for reviewing the content of Engineering Order (EO) modifications and converting these orders into actionable modification instructions in the Qantas Maintenance System (Mxi)



#### Working Relationships

Position	Type and Nature of Relationship
Manager FST	2-Up Manager
Manager EDD	Department Manager
Principal Technical Officer, EDD	Direct Supervisor
Engineers Managers & Professional Engineers	Liaise directly with to ensure task writing satisfies the intent of Engineering requirements
Supply Chain	Liaise directly to ensure all required parts/modifications kits are available to support tasks and modifications acquittal
MOC Planning, Line & Heavy Maintenance	Ongoing liaison and support as required
Planning , Quality and Risk	

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Creation of Task Baseline	Support the development of the approved Baseline Tasks for each fleet in Mxi
2	Managing Task Instances	Establish initial compliance limits for tasks in Mxi Support the ongoing maintenance and adjustment of task instances in accordance with Engineering requests
	Compliance Monitoring	Ensure all tasks are properly established in Mxi Conduct regular peer-to-peer review of Established

3		<p>Tasks to ensure accuracy of data</p> <p>Provide ongoing advice to stakeholders on task 'set-up' as required</p>
	Workflow Monitoring	<p>Monitor individual KPIs to ensure continued satisfactory performance for</p> <p>Monitor workflow management systems eRES for changes to tasks and priorities</p> <p>Attend regular meetings to monitor task priorities and issues</p>
4		
	Quality Oversight	<p>Support the development and implementation of a Quality System within EDD</p> <p>Monitor Task Alerts in Mxi and investigate all alerts to ensure zero breaches</p> <p>Escalate any breaches to Management for further action</p>
5		
	Continuous Improvement	<p>Support the Continuous Improvement agenda within the team</p> <p>Monitor the effectiveness of supporting processes such as technical data, IT systems and configuration management to ensure effective and efficient fleet operations</p> <p>Support the application of Lean Thinking, and other appropriate problem identification and improvement methods</p>
6		
	Performance and Professional Development	<p>Active participation in the Performance Planning &amp; Review (PPR) and personal development process (including training) in accordance with organisational requirements.</p> <p>Ensure active participation in establishing a development plan to ensure ongoing professional development</p>
7		
	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</p> <p>Maintain a professional rapport with colleagues. Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
8		
	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;</p> <p>Immediately report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group</p>
9		

management system standard and associated policies  
Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	NA
Comments:	NA
Authority:	NA
Revenue:	NA

**Knowledge and Person Specifications**

Strong knowledge of Qantas maintenance instructions, procedures, and their regulatory compliance and structure.

LAME/AME qualification and experience as considered necessary by the company.

7 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. (provides exposure to multiple systems and an understanding of how they interact)

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Solid time management skills with an ability to prioritise department tasks while working on multiple projects.

Solid verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Ability to work in a team environment but can also work independently when necessary;

Comments

Employee Signature	Managers Signature
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Date	Date
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## Position Description

### Senior Technical Officer, Cabin Systems Engineering

**Confirmed**

Position Title: Senior Technical Officer, Cabin Systems Engineering

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : CAB SYS MTLs & PRCS 435 (713)

Reference Number: DDFL-9DS7H5

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The position is responsible for supporting the development and ongoing management of the Cabin Systems Engineering program to ensure compliance and cost-effective maintenance strategies are maintained.

In addition, they will identify opportunities to optimise the Maintenance Program to ensure compliance is achieved within economical policy and constraints, for and on behalf of the Engineering Manager, providing escalations when necessary.

This position is also responsible for completing defect investigations, modification assessments, managing the ongoing configuration of the cabin and establishing effective inspection programs to support ongoing cabin reliability and presentation standards.

#### Managers Position Title

Principal Engineer, Cabin Systems

Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Design & Projects	Senior Technical Officer, Cabin Systems Engineering	Senior Technical Officer, CFM Engines
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Fleet Engineers,	Assist with preparation & implementation of Mod Programs as required
Fleet Managers and Head of Engineering Services	Oversight and accountability of Mod Programs and escalations.
Supply Chain	Logistics issues related to Mod Programs & Component Pooling Contract related matters
MOC Planning, Line & Heavy Maintenance Planning	Planning / scheduling of Mods
OEM	Technical & Logistics issues related to Mod Programs
Manager Engineering Maintenance Contracts	Technical & logistics issues related to impacted by Component Pooling Contracts;
Quality and Risk	Provide escalations and oversight of Mod Programs
CASA	Oversight and accountability of Mod Programs.

## Key Accountabilities:

	Key Result Area	Major Activities
1	Providing oversight of Cabin Maintenance Program (AMP)	<p>Support the development and monitoring of the Cabin Maintenance Program including Airworthiness Directive (AD), Inspections and Continuing Airworthiness Requirements</p> <p>Advise or assist, and liaise with applicable stakeholders to make sure all parties are aware of the issue and facilitate resolution to ensure Cabin Maintenance Program and Airworthiness Directive timelines are maintained.</p> <p>Consider Finance Need to minimise costs, or budgetary constraints which could impact on Program start up</p> <p>Consider the regulatory requirements to complete or alter AMP requirements within mandated timeframes</p> <p>Attend and actively participate in the weekly Cabin Systems Review meetings</p>
2	Providing oversight of Cabin Reliability Programs	<p>Develop and utilise methods for determining reliability of cabin systems, components, equipment, and processes using all available data including but not limited to delays, MELs and aircraft trouble shooting messaging</p> <p>Conduct analysis of cabin reliability problems and investigate to determine the reliability required for the particular situation considering the cost limitations for equipment up/down time, repair/replacement costs, weight, size, and availability of materials/equipment.</p> <p>Determines the cost advantages of alternatives for developing action plans to comply with internal/external customer demands for reliability processes/equipment to avoid failures.</p> <p>Understands and monitors maintenance activities and costs for maintaining the subfleet</p>
3	Support the delivery of optimisation and enhancement cabin systems engineering programs for the Fleet	<p>Support the identification of cabin maintenance program cost reductions and reliability improvements for assigned fleets.</p> <p>Partner with Engineering Specialists and Maintenance providers to implement continual improvement opportunities in both the provision of cabin systems engineering support and acquittal of maintenance</p> <p>Support the 24 x 7 operational support model for cabin troubleshooting, repair and resolution to minimise the impact on Qantas customers</p>
4	Drives continuous improvement	<p>Monitor KPIs to support the Key Result Areas for the subfleet to ensure continued satisfactory performance and communicates the performance to the Engineering Manager highlighting variations to the targets</p> <p>Initiate cabin engineering and process change improvement projects both within his/her own business unit and within other business units to address reliability and maintainability issues and risks.</p> <p>Monitor the effectiveness of supporting processes such as technical data, IT systems and configuration management to ensure effective and efficient fleet operations</p> <p>Apply Lean Thinking, RCA, data analysis methods and other appropriate problem identification and improvement methods</p> <p>Identify and understands the impact of changing</p>

		regulatory environment on the operation of both the fleet and its Mechanical Systems
	Stakeholder Management	Works with stakeholders in the Cabin Presentation Team, Maintenance Control Centre, Flight Operations and Network on a daily basis to determine and validate their requirements and ensures these are agreed and integrated with the Key Performance Indicators identify systemic reliability and maintainability issues evidenced by fleet and maintenance provider performance Reviews and monitors regulatory requirements as they pertain to Reliability and Maintainability and is able to develop programs that ensure Qantas remains compliant with these requirements Maintains professional and collaborative relationships with Original Equipment Manufacturers to ensure we obtain access to appropriate industry data
5		
6	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	- Act in accordance with Qantas Service standards.  - Work with due care and consideration to safeguard their own health and safety and the health and safety of others - Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary. Attend, when directed, any course of training or instruction related to health and safety issues. Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.  Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies
7		

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	NA
Comments:	This position is responsible for developing the Cabin Maintenance & Reliability program to support the ongoing reliability and effectiveness of the Qantas Cabin product
Authority:	This position has the authority to determine whether to escalate Maintenance and Inspection activity, which will result in recommendations to Fleet Manager and or the Head of Engineering Services where required / requested in relation to Mod Programs.
Revenue:	NA

#### Knowledge and Person Specifications

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure.  
Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and

experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company.

Ability to provide exposure to multiple systems and an understanding of how they interact.

Demonstrated proficiency in Qantas Engineering software and systems, with a knowledge of Maintenix, EDAT, eRES, SUPPLY & GDP computer systems;

Strong MS Office skills and applications to support generation of reports and communications for department activities;

Effective time management skills with an ability to prioritise department tasks while working on multiple projects.

Good Communication skills at all levels;

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Good Problem Solving Skills;

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### Maintenance Production Controller MEL

Confirmed

Position Title: Maintenance Production Controller MEL

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: MELBOURNE LINE MAINT(DOM) 677 (5467)

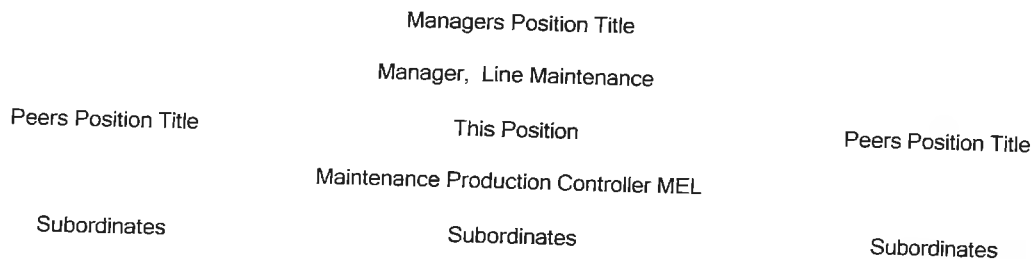
Organisation Unit : MELBOURNE LINE MAINT(DOM) 677 (5467)

Reference Number: SSST-9E7VFT

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The main purpose of the Maintenance Production Controller's position is to facilitate the Planning, Forecasting, Estimating and Analytical Reporting of all aspects of Engineering & Maintenance conducted by Qantas Line Maintenance .



#### Working Relationships

Position	Type and Nature of Relationship
	Direct Report - Daily Maintenance activity / Analytical business reporting
Manager LMO / Operations Manager	Aircraft Maintenance Planning / prioritising workload / known or possible maintenance constraints / Clarification of maintenance tasks / Manpower availability / requirements for overtime / Tooling requirements or status
Duty Maintenance Managers / Snr Lames	General advice relative to Maintenance Planning / Manpower as required
LMO Staff members (approx 150)	Assistance with work packages / Analytical business reporting
LMO (DMM's & Snr Lames)	Coordination and planning of workloads / Advising known or possible constraints / Accountable for Brisbane's agreed completion of planned workload to ensure maximum work output whilst minimising task deferrals.
MOC Scheduling departments	Forecast 3/10 day Maintenance plan to achieve optimum workload output / advising known or possible constraints that can impede scheduled maintenance
MOC Scheduling Analysts	Daily interaction to ensure Hangar, equipment & tooling is available to acquit planned Aircraft Maintenance.
Maintenance Watch	Coordination of Tooling and equipment from various ports should these not be held locally at Brisbane Engineering facilities.
Hangar Facilitator / Maintenance Assistants	
Toolcrib Operators (other ports)	
Supply Chain representatives (All Ports)	
Quality Advisor / OH&S Advisor	
Training Coordinator	

Coordination of aircraft Spare parts should these not be held locally within Brisbane Supply Chain.  
 Assist with Quality Maintenance investigations and OH&S issues by providing Task Card Research and job Analysis.  
 Provide advice and recommendations for suitable timeframes where training will least impact Maintenance operations.  
 Coordinate Specialist trade Manpower requirements for Adhoc Sheetmetal, NDI & Paint tasks

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Verification of completed aircraft packages and distribution of completed documentation	To ensure all aircraft maintenance has been certified and the the departments responsible for processing and storing documentation receive in a prompt and organised manner .
2	Preparation of aircraft work packages , including addendums to exisiting packages	To ensure staff have neccessary psapaerwork prior to aircraft arrival rto enable them to pre plan their individual and team workload. Enure expectations of maintenance planning departments are met Ensure tooling and equipmnet id delivered to minimise waste
3	Communication to internal and external departments regarding aircraft maintenance	Ensure departments and staff are aware of maintenance requirements and changes to schedule and workload
4	Management and storage of aircraft supporting documentation	Ensure archive of aircraft documentation are the latest status and easilty available for all staff
5	Prepare Daily / Weekly / Quarterly MPC reports	To communicate Planned Workloads, Operational Performance and recent trends to Managers & Senior Engineers Reports are sent out at timely interval
6	Comply with Corporate and Divisional Service Standards.	To communicate Planned Workloads, Operational Performance and recent trends to Managers & Senior Engineers Reports are sent out at timely intervals.
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Up to 15 nightly Aircraft work packages and associated Maintenance Documentation for the Qantas Domestic fleet.  
 Between 2-3 daily Aircraft Work Packages and associated Maintenance Documentation for the Qantas International fleet.  
 Weekly coordination of Air Vanuatu Maintenance requirements.  
 Ensuring that Brisbane Line Maintenance is capable of acquitting the agreed nightly Maintenance MOU capability (125.0 hrs + 10% stretch target) by the correct coordination of Manpower, Tooling and Parts.

Comments:

Active participant of daily MOC Telephone hook-up. Work packages are discussed, negotiated and possibly revised. The MPC is accountable for the agreed workload.  
Adjusting manpower levels to match required maintenance estimates (Overtime / Leave acquittal)  
Weekly analytical reporting.

Authority:

Revenue:

#### Knowledge and Person Specifications

Possessing and Aircraft Trade background or appropriate relevant industry experience  
Through knowledge of Qantas' system of Aircraft Maintenance  
Understanding of Planning and Scheduling fundamentals in relation to Aircraft, Engines and Systems.  
Ability to estimate and forecast Line Maintenance manpower and task duration  
Understanding and experience in planning and roster implementation ensuring efficient manpower levels and acquittal of work  
Working knowledge of company's desktop software systems - Cameo, Supply, EMSTAFF, EMCOST, -Airpac / Webpac, AirDoc (Aircraft Maintenance Manuals), My Qantas Fleet  
Highly proficient working knowledge of Microsoft applications  
Proven analytical, problem solving and lateral thinking skills under pressure situations  
Be adaptive and open to workplace change in a dynamic environment  
Strong communication skills both written and verbal with the ability to liaise with all levels within the company  
Able to build constructive, respective and working relationships in formal and informal networks  
Sound organisational skills with the ability to prioritise conflicting tasks in order to meet deadlines  
Proven self stater and able to work alone or as part of a team

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Senior Technical Officer, Airworthiness Review

Confirmed

Position Title: Senior Technical Officer, Airworthiness Review

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ENGINEERING SERVICES 488 (2855)

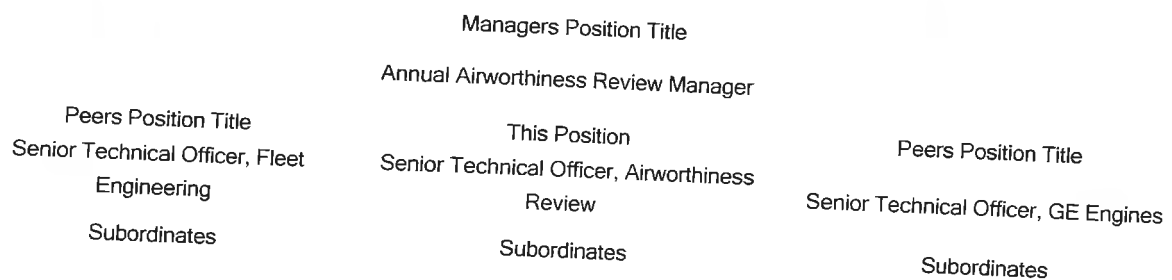
Organisation Unit : EDI DATA SUPPORT 5879 (9909)

Reference Number: DDFL-9DZ4EL

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

This position will work as part of a team to satisfy the regulatory requirement that an airworthiness review be completed for all aircraft in the Qantas Fleet. The Senior Technical Officer will support this activity by reviewing the continuing airworthiness records for each aircraft and conducting a survey of the aircraft to validate its airworthiness.



#### Working Relationships

Position	Type and Nature of Relationship
Annual Airworthiness Review Manager	Direct report for PD responsibilities, application of agreed KRA's & achievement of agreed KPI's. Projects actioned within time constraints. Airworthiness Review Certificate research and preparation. Airworthiness Review certificate administration requirements
Technical Service Engineers	Technical Interface. Remain conversant with updated service data, Company internal manuals & technical airworthiness compliance.
Maintenance Program Officers	Teamwork and consistent commonality of process. Back up for longer term absences.
Performance & Reliability Engineer	
Technical Records Officers	
Maintenance Planning Officers	

#### Key Accountabilities:

Key Result Area	Major Activities
Prepare Annual Airworthiness Review Certificate	Carry out the required research, investigation & required administration to support the issue of and

1		<p>extensions to the regulatory required Airworthiness Review Certificates.</p> <p>Produce Supporting Information Documents / explanatory letters / Compliance Reports from CAMEO and departmental IT systems.</p> <p>Review Airworthiness Directives and determine applicability and relationship to Qantas &amp; Customer aircraft &amp; components.</p> <p>Prepare the required Airworthiness Review data packages.</p> <p>Carry out the final audits of the Airworthiness Review data packages to ensure all required details are captured and correct. Following the creation of an appropriate filing system, file the completed data packages as required.</p>
2	Specialist advice and support on Airworthiness Review	<p>Conduct regular communicating with all key stakeholders, particularly when discrepancies are identified</p> <p>Ensure regular involvement in discussions to provide direction on AD issues and certification.</p>
3	Auditing Engineering Compliance Data	<p>Conduct regular formal audits of engineering compliance data specifically in relation to Airworthiness task incorporation and ensure tasks are certified correctly.</p> <p>Complete a review of certified task cards against the Engineering Instruction / Maintenance Tasks and checking that the taskcard has correct instruction and effectivity, as well as ensuring that the card has been certified correctly and by suitably qualified personnel.</p> <p>Validate that any necessary followup actions have been completed such as, EI Result Sheets, Form 500 Reporting and deferred tasks</p>
4	Airworthiness Review Procedures Manual	<p>Provide a high degree of input into the development, continued effectivity and subsequent amendment of a procedures manual that supports the issue and administration of the Airworthiness Review Certificate</p>
5	Promotes Safety culture in the workplace	<p>Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees</p> <p>Ensure that plant and equipment is in a safe condition, with guards and safety devices in place.</p> <p>Report all incidents (including dangerous occurrences) in a no blame manner. Investigate all reported events. Identify and recommend corrective actions as required.</p> <p>Ensure that all employees in their area have received appropriate OHS training</p> <p>Keep management informed of all matters relating to OHS.</p> <p>Regularly promote OHS awareness amongst their employee through consultation, discussion with OHS representatives and other employees.</p> <p>Participate in scheduled workplace inspections</p>
	Comply with Corporate and Divisional Service Standards.	<p>Meets the internal customer requirements for the position including timely response and accuracy</p> <p>If unable to meet service standards alert the appropriate staff and supervisors for direction.</p> <p>Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with</p>

staff and external contacts.

Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.

Maintain a professional rapport with colleagues.

Share information and ideas, and actively encourage participation from others.

As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.

7

Comply with the Group management system standard and associated policies in the workplace

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments:

Provide the necessary professional expertise to carry out the requirements of CASR Part 42 Subpart 1, specifically Divisions 42.1.4 and 42.1.5. Effectively use Mxi and research skills in the preparation of required data to support the issue of / and extensions to Airworthiness Review Certificates

Authority: Within scope of role

Revenue:

#### Knowledge and Person Specifications

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure. Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company.

Ability to provide exposure to multiple systems and an understanding of how they interact.

Demonstrated proficiency in Qantas Engineering software and systems, with a knowledge of Maintenix, EDAT, eRES, SUPPLY & GDP computer systems;

Strong MS Office skills and applications to support generation of reports and communications for department activities;

Effective time management skills with an ability to prioritise department tasks while working on multiple projects.

Good Communication skills at all levels;

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Good Problem Solving Skills;

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Comments

Employee Signature

Managers Signature



## Position Description

### Senior Technical Officer, Operational Support Team

**Confirmed**

Position Title: Senior Technical Officer, Operational Support Team

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : OPERATIONAL SUPPORT (9515)

Reference Number: DDFL-9DS7UG

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

This position is responsible for delivery technical advice and support to Qantas and customer airlines. This support includes the provision of repairs and deviations from approved data, to maintain aircraft serviceability. It also includes the approval of materials and processes, as well as suitable alternatives consistent with airworthiness requirements, to support ongoing operations.

In addition, the role provides 24 \* 7 support to Maintenance Operations, Planning, Maintenance Operations Centre, Base Maintenance and the wider Qantas Group in support of ongoing aircraft operations.

The support provided by the Operational Support Team has a significant bearing on dispatch punctuality of Qantas Airlines and other customer fleets.

Managers Position Title		
Manager Operational Support Team		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Design & Projects	Senior Technical Officer, Operational Support Team	Senior Technical Officer, CFM Engines
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Maintenance Controllers of customer airlines (QA, JQ, FJ, EFA, Air Vanuatu, Jet Connect)	- Line reporting of operational and support issues & customer/supplier relationship
MOC Duty Technical Managers & Senior LAMEs	- Customer/Supplier
Fleet Engineering Managers	- Liaison about technical issues and sharing of resource
OEMs (Boeing, Airbus, etc)	Member of AA Leadership Team
Aviation Regulatory Bodies CASA, FAA, EASA	- Consultation / Technical advice
Client Airlines - Jetstar, Air Pacific, Qantas Link	- Liaising for regulatory approvals
	- Customer/Supplier

#### Key Accountabilities:

Key Result Area	Major Activities
Technical Support & Advice	Provision of 24 x 7 Technical Support to Qantas and Customer aircraft
	Provide operational support and advice to four sites

1		(Sydney, Melbourne, Brisbane, Avalon) in support of ongoing flight operations Provide advice on repairs and technical matters to ensure timely and cost-effective solutions for Qantas and customer aircraft
2	Customer Relationships Management	Develop effective business relationships with key internal and external business partners to ensure timely and effective support to the operation Engage key business partners of Maintenance Operations, MOC, Base Maintenance and Flight Operations to ensure their requirements are understood and met on an ongoing basis Effectively work with the Civil Aviation Safety Authority (CASA) in the application of regulations
3	Design & Repair Support	Assist in the design and development of repairs to maintain aircraft serviceability, including approval of standard repairs, vendor repairs and deviations from approved data Provide materials and processes advice and support to production areas Liaise with Boeing and Airbus, along with other vendors and Qantas stakeholders to develop repair solutions that satisfy airworthiness and regulatory requirements
4	Technical Advice & Leadership	Identify opportunities to share best practice with business partners and peers in improving operational support outcomes for the Qantas Group Disseminate repair processes and procedures to other engineering departments for advice and action Identify repetitive repair issues and establish re-useable solutions to speed customer responsiveness and minimise re-work.
5	Operational Focus	Maintain awareness of Qantas Operations and Network plan Provide timely support in the event of Aircraft on Ground (AOG) situations to minimise disruption to passengers and the Qantas Network
6	Comply with Corporate and Divisional Service Standards.	<ul style="list-style-type: none"> <li>- Ensure that Qantas OH&amp;S policy and procedures are strictly adhered to at all times and that staff are appropriately trained to achieve 'no injuries to anyone at anytime'. Promote safety of our people as our first priority.</li> <li>- Ensuring that all tasks and responsibilities comply and conform to relevant regulatory and quality requirements and Company policies and standards.</li> <li>- Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</li> <li>- Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</li> <li>- Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</li> <li>- Maintain a professional rapport with colleagues.</li> <li>- Share information and ideas, and actively encourage participation from others.</li> <li>- As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</li> </ul>
	Comply with the Group management system standard and associated	- Comply and cooperate with all safe working practices and procedures developed in accordance

policies in the workplace

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with the Qantas Safety Management System (QSMS) and applicable OHS legislation;  
- Immediately report all incidents (including dangerous occurrences) and hazards  
- Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary  
- Attend, when directed, any course of training or instruction related to health and safety  
- Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments: This is a critical operational role for QE, providing ongoing technical advice and support to Qantas Operations

Authority: Individual decision making is commensurate to qualifications, skills and experience, and is also supported by the relevant approved data

Revenue: NA

**Knowledge and Person Specifications**

Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

Solid knowledge of engineering design and maintenance operations

Innovative team player willing to challenge and debate issues and then implement optimum outcomes

Committed to building effective relationships with all stakeholders

Broad knowledge of key stakeholders within Qantas Group and the aviation industry.

Familiarity with CASA/FAA/EASA Regulatory environments and requirements.

Highly motivated, self-starter with initiative, able to deliver objectives with minimal manager intervention.

Committed to the Qantas Engineering operating value 'Safety, Compliance, People/Leadership, Setting the Standard, Customer and Shareholder needs'.

Familiarity with OH&S Regulations and safety programs.

**Comments**

TSS Review - no 50

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description NDT Inspector

**Confirmed**

Position Title: NDT Inspector

Segment: Qantas Airlines Operations

Division: QANTAS ENGINEERING 485 (489)

Branch: BASE MAINTENANCE BRISBANE 734 (8079)

Organisation Unit : AIRCRAFT PRODUCTION SP MNT 740 (8913)

Reference Number: RRPR-9EC2M6

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

To deliver quality NDT services to the organisation and customers on time and in compliant manner . This position has the requirement to perform , report and certify for non-destructive inspections on aircraft, engines and components in accordance with approved data using various NDT methods , therefore enabling aircraft to continue flying in a safe manner while earning revenue .

Managers Position Title		
NDT Supervisor		
Peers Position Title	This Position	Peers Position Title
NDT Inspector		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Managers, supervisors and trade qualified across Qantas Engineering	
Airframe, engine and component OEMs	Facilitate maintenance requirements of the airline and/or customer
Airworthiness authorities	To ensure that the NDT Technician remains compliant within the Qantas system of maintenance
Planning and technical services engineering departments	
Qantas affiliates and external customers	To maintain technical proficiency
Network of aerospace and other industry contacts	
Corporate support services including HR, emstaff, training etc	

### Key Accountabilities :

Key Result Area	Major Activities
Accountable for the provision of NDT services to facilitate maintenance activities of the department	Provision on inspection services to complete maintenance requirements of the airline and its customers Ensure aircraft serviceability Take responsibility for all work done and to perform to a legal requirement Report defects to engineering in order for repairs to

1		<p>be carried out</p> <p>Ensure all equipment used is serviceable</p> <p>Ensure that the correct documentation is used</p> <p>Conduct assessment of aircraft structures and components - report test description and findings</p> <p>Determination of serviceability release to service (ARC)</p> <p>Ensure that the task requirements match the job done and that all documentation has been completed properly</p> <p>Ensure clarity of reporting by communicating with customers</p> <p>Ensure that the equipment performs in a manner required by the manufacturer</p> <p>Match the approved data to the task card requirements, revision status etc</p>
2	Maintenance of approval	<p>Annual assessment and 5 yearly reaccreditation examinations</p> <p>Remain compliant and approved</p> <p>Accomplishment to the satisfaction of the Quality and Safety department (issuer of authority) to AS3669, EN4179 and NAS410.</p>
3	Undertaking training requirements to maintain currency of qualifications	<p>Ensure regulatory compliance</p> <p>Complete the required training and ensuring that this is reflected on our eQ training records</p>
4	Coordination of logistics i.e. determining access and equipment requirements and prioritising workloads	<p>Ensure that the job can be performed in a safe and timely manner</p> <p>Ensure the most important jobs are done first</p> <p>Ensure that access has been achieved, stands are in place, PPE is available and staff are safe</p> <p>Liaise with other areas to determine the correct priority</p>
5	Equipment maintenance, test and inspections of instruments consistent with qualifications and maintenance of company tool control system (eTMS)	<p>Check and revalidation of test equipment and identify out of tolerance conditions</p> <p>Maintain compliance</p> <p>Identify out of or in tolerance conditions within the scheduled revalidation of intervals</p>
6	Personal development and provision of training of staff as required both within the section and external to the section	<p>Build staff competency</p> <p>Deliver reassessment to NDT specific category for staff</p> <p>LAME refresher training of governing rules</p> <p>Engage in specific training for NDT</p>
7	Cost control and procurement of new test equipment	<p>Identify opportunity for operational efficiency and 3rd party revenue</p> <p>Efficient use of manpower and effective/compliant test equipment</p>
8	Comply with Corporate and Divisional Service Standards.	
9	Comply with the Group management system standard and associated policies in the workplace	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

**Position Dimensions (Including scope and authority )**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

**Knowledge and Person Specifications**

Eddy Current Testing - level 2 NDT Aerospace Qualification

Ultrasonic testing - level 2 NDT Aerospace Qualification

Radiographic testing - level 2 NDT Aerospace Qualification

Penetrant testing - level 2 NDT Aerospace Qualification

Magnetic particle testing - level 2 NDT Aerospace Qualification

Infrared thermal imaging - level 2 NDT Aerospace Qualification

Human factors

Basic metallurgical/process knowledge

Strong background in aircraft maintenance and NDT

Hold aircraft related trade certificate

Hold CASA NDT Maintenance Authority for the provision of NDT to external customers

Competent operational understanding of maintenance control systems

Competent understand of aircraft manuals, applicability and construction

Comments

For TSS Review

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### Tooling and Equipment Coordinator

Confirmed

Position Title: Tooling and Equipment Coordinator

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: MEL LNE MAINTENANCE OPS 676 (562)

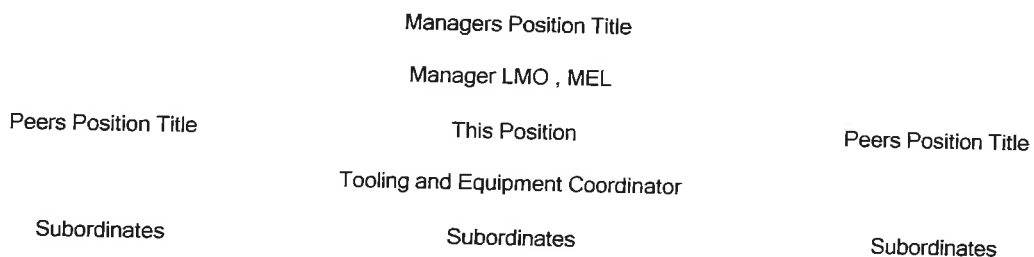
Organisation Unit : MEL LNE MAINTENANCE OPS 676 (562)

Reference Number: ~~SSST-9E7VUQ~~

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

To coordinate the serviceability and compliance of aircraft tooling and Ground Servicing Equipment (GSE) for LMO



#### Working Relationships

Position	Type and Nature of Relationship
Manager LMO / Operations Manager	Liase, communicate and report
Operations Manager	
OHSE	
QE Calibration	
LMO (DMM's & Snr Lames)	
Asset Management	
Hangar Facilitator / Maintenance Assistants	
Toolcrib Operators	
Supply Chain representatives (All Ports)	
Quality Advisor / OH&S Advisor	
Training Coordinator	

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Coordinate relevant tooling and GSE Capex for purchasing	Provide economic and pratical justification for acquisituion of tooling and GSE Raise funding to purchase tooling and GSE necessary for the buisness
	Monitor tooling / calibration services	Ensure tooling is available for aircraft to eliminate delays associated with maintenance

2		Resolve production tooling issues Oversee special tooling request and are actioned in a timely manner Ensure aircraft tooling complies with appropriate standards Manage ETMS database in relation to tooling and GSE Conduct Out of tolerance (OTI) investigations Ensure tooling remains within pre determined standards Coordinate AOG and loan tooling with other providers i.e JQ, John Holland Monitor and examine details of invoices for tooling/GSE purchases made Conduct monthly tooling and GSE audits Facilitate and modifications and upgrades to tooling and GSE
3	First point of contact to resolve tooling / GSE issues	Ensure customer expectations are met in timely and professional manner
4	Comply with Corporate and Divisional Service Standards.	
5	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget: Project forecasts

Comments: Regular procurement of tooling and GSE

Authority:

Revenue:

#### Knowledge and Person Specifications

Exp in aircraft tooling compliance  
 Accredited in Tooling conformance  
 Project Management exp  
 Knowledge of ETMS  
 OTI trained  
 Receipt compliance authorised

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Facilities Coordinator

Confirmed

Position Title: Facilities Coordinator

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

Organisation Unit : MELBOURNE LINE MAINT(DOM) 677 (5467)

Reference Number: SSST-9E36AB

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

To plan and coordinate the long and short term business needs for facilities and infrastructure for Line Maintenance Operations VIC / TAS . To ensure facilities and equipment is maintained abd serviced in accordance with regulaory requirements ..

	Managers Position Title	
	Manager,LMO, VIC/TAS	
Peers Position Title	This Position	Peers Position Title
r	Facilities Coordinator	T
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
QF Property Development	
QF Proport Maintenance	
QF Asset Management Group	
QE TSS Group	
QE Facility Maintenance	
Calibration Services	Liaise, Partner & information exchange
Safety	
Procurement	

### Key Accountabilities:

	Key Result Area	Major Activities
1	Coordinate and manage all aspects of infrastructure requirements , including construction , repair and maintenance	To provide a complete asset governance plan Ensure Capital submiissions are approved and facilities a re improved
2	Coordinate and develop from conception to completion for a Capital works program	Provide high level planning to LMO Management Projects is priotised according to business needs Provide financial and proctical jusutufication to support capital expenditure Develop work scopes for projects Impelement risk assessment controls prior to

		project
3	To provide fully serviceable facilities to LMO	Coordinate with internal and external departments to ensure facility issues are managed Ensure open fault reports are reduced Provide point of contact for all internal and external facility issues Instigate and resolve corrective action for identified hazard issues Ensure waste time is eliminated
4	Comply with Corporate and Divisional Service Standards.	Provides quality service to internal and external customers.
5	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	Nil
Payroll (\$'s p.a.):	N/A
Operating Budget:	Prepare three year rolling plan and cash flow forecast
Comments:	
Authority:	Ability to act within the scope and departmental budget of the role to achieve business targets.
Revenue:	tooling revenue

#### Knowledge and Person Specifications

Leadership behaviours which meet business value  
 Extensive experience in Aviation Industry  
 Previous experience in Project Management  
 Understanding of company financial systems relevant to the role  
 Ability to work within policy and procedures guidelines  
 Results oriented and customer focused.  
 Demonstrated problem solving skills with the ability to rapidly implement change.  
 Ability to communicate effectively with all levels.  
 Proficiency with company computer systems and use of MS Office to a high standard.  
 Demonstrated competencies in report writing  
 Ability to meet Corporate and Divisional /Departmental Service Standards.  
 Ability to comply with Corporate Occupational Health and Safety Rest

Comments

<b>Employee Signature</b>  	<b>Managers Signature</b>  
<b>Date</b>  	<b>Date</b>  



## Position Description

### Senior Technical Officer, EDD

**Confirmed**

Position Title: Senior Technical Officer, EDD

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : ENGINEERING DATA DELIVERY 365 (9745)

Reference Number: DDFL-9DZ5TD

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The purpose of this position is to deliver of task writing and task instructions to Maintenance facilities. In particular this role is responsible for reviewing the content of Engineering Order (EO) modifications and converting these orders into actionable modification instructions in the Qantas Maintenance System (Mxi)

Managers Position Title		
Principal Technical Officer, EDD		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Airworthiness Review	Senior Technical Officer, EDD	Senior Technical Officer, Policy & Procedures
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Manager FST	2-Up Manager
Manager EDD	Department Manager
Principal Technical Officer, EDD	Direct Supervisor
Engineers Managers & Professional Engineers Supply Chain	Liaise directly with to ensure task writing satisfies the intent of Engineering requirements
MOC Planning, Line & Heavy Maintenance	Liaise directly to ensure all required parts/modifications kits are available to support tasks and modifications acquittal
Planning , Quality and Risk	Ongoing liaison and support as required

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Creation of Task Baseline	Support the development of the approved Baseline Tasks for each fleet in Mxi
2	Managing Task Instances	Establish initial compliance limits for tasks in Mxi Support the ongoing maintenance and adjustment of task instances in accordance with Engineering requests
	Compliance Monitoring	Ensure all tasks are properly established in Mxi Conduct regular peer-to-peer review of Established

3		<p>Tasks to ensure accuracy of data</p> <p>Provide ongoing advice to stakeholders on task 'set-up' as required</p>
4	Workflow Monitoring	<p>Monitor individual KPIs to ensure continued satisfactory performance for</p> <p>Monitor workflow management systems eRES for changes to tasks and priorities</p> <p>Attend regular meetings to monitor task priorities and issues</p>
5	Quality Oversight	<p>Support the development and implementation of a Quality System within EDD</p> <p>Monitor Task Alerts in Mxi and investigate all alerts to ensure zero breaches</p> <p>Escalate any breaches to Management for further action</p>
6	Continuous Improvement	<p>Support the Continuous Improvement agenda within the team</p> <p>Monitor the effectiveness of supporting processes such as technical data, IT systems and configuration management to ensure effective and efficient fleet operations</p> <p>Support the application of Lean Thinking, and other appropriate problem identification and improvement methods</p>
7	Performance and Professional Development	<p>Active participation in the Performance Planning &amp; Review (PPR) and personal development process (including training) in accordance with organisational requirements.</p> <p>Ensure active participation in establishing a development plan to ensure ongoing professional development</p>
8	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards.</p> <p>Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</p> <p>Maintain a professional rapport with colleagues.</p> <p>Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
9	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;</p> <p>Immediately report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group</p>

management system standard and associated policies

Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments: NA

Authority: NA

Revenue: NA

**Knowledge and Person Specifications**

Strong knowledge of Qantas maintenance instructions, procedures, and their regulatory compliance and structure.

LAME/AME qualification and experience as considered necessary by the company.

7 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. (provides exposure to multiple systems and an understanding of how they interact)

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Solid time management skills with an ability to prioritise department tasks while working on multiple projects.

Solid verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Ability to work in a team environment but can also work independently when necessary;

Comments

Employee Signature	Managers Signature
<hr/>	<hr/>
Date	Date
<hr/>	<hr/>



## Position Description

### Technical Officer, Customer Support

**Confirmed**

Position Title: Technical Officer, Customer Support

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : ENG SERVICES ADMIN 412 (8615)

Reference Number: DDFL-9DZ6TW

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The primary responsibility of the Technical Officer, Customer Support is to provide an interface between Qantas Engineering's client base and the Engineering Services business. In addition, the Technical Officer also acts as a central point of contact for customer requested projects and other requests, as well as providing technical support for customer requested projects and other requests.

Managers Position Title		
Manager Customer Support		
Peers Position Title	This Position	Peers Position Title
Technical Officer, Fleet Engineering	Technical Officer, Customer Support	Technical Officer, APU
Subordinates	Subordinates	Subordinates
NA	NA	NA

#### Working Relationships

Position	Type and Nature of Relationship
Engineering Manager - Special Purpose Aircraft Business Unit (Qantas Defence Services)	Liaison regarding Engineering issues/projects with respect to support of RAAF Boeing 737-700 Business Jets.
Fleet Support Manager - Special Purpose Aircraft Business Unit (Qantas Defence Services)	Liaison regarding Engineering issues/projects with respect to support of RAAF Boeing 737-700 Business Jets.
Maintenance Planning Co-Ordinator - Special Purpose Aircraft Business Unit (Qantas Defence Services)	Liaison regarding Engineering issues/projects with respect to support of RAAF Boeing 737-700 Business Jets.
Technical Engineer - Engineering and Maintenance (jetconnect)	Attend meetings and enter into discussion regarding configuration management (modification status) of jetconnect B737-838 aircraft.
Customer Account Manager - Qantas Engineering Finance & Analysis	Frequent liaison regarding commercial aspects affecting engineering with respect to external customer work being accomplished within Aircraft Airworthiness.
Qantas Aircraft Airworthiness internal departments - Operational Support Team, Continuing Airworthiness Management Organisation (CAMO) groups - Maintenance Programs, Data Delivery, Structures, Avionics, Mechanical Systems and Interiors.	Provide miscellaneous support with respect to open customer projects/tasks. Also provide support with respect to customer aircraft specification and task management procedures.
Qantas Engineering departments - Heavy Maintenance (including workshops), Line Maintenance, Maintenance Operations Center, Supply (purchasing & receipts compliance).	Provide miscellaneous support with respect to open customer projects, tasks and queries.

## Key Accountabilities:

	Key Result Area	Major Activities
1	Customer Reporting	Produce monthly customer reports with respect to aircraft modification activity, including preparation of quotations. Provide point of contact with respect to detailed queries regarding data within the reports. Manage follow-on actions with respective Aircraft Airworthiness departments.
2	Relationship Management	Facilitate and administer customer meetings and the customer relationship plan. Ensure all agenda items requiring investigation and discussion are captured and action Identify and action items relating to open projects, discussion regarding future projects, aircraft modification activity, customer invoice activity, safety, etc.
3	Operational and Technical Advice	Prepare technical documentation - Engineering Orders (EO's) & Engineering Authorities (EA's) in support of customer fleets. Documents raised support both operational aspects and projects. Prepare Service Literature Decision Proforma (SLDP) assessment of technical documentation. Prepare detailed engineering justifications in support of regulatory approvals. Provide advice on QE databases and Mxi, as well as Qantas Policies and Procedures
4	Customer Coordination	Act as a customer focal point within the Qantas organisation. Provide specialist engineering support to internal QE stakeholders with respect to: customer specific aircraft configuration and customer specific procedural requirements Provide support to the customer with respect to queries regarding the System of Maintenance and Continuing Airworthiness. If answer cannot be given through local knowledge, source the required personnel and provide required response to customer..
5	Customer Projects	Manage customer specific projects being undertaken by Qantas Engineering. Manage the full range of project input into required technical data and configuration requirements Ensure effective project management practices are adopted throughout project lifecycle
6	MRO Coordination	Act as the central point of contact for customer MRO (Heavy Maintenance) visits from an engineering support perspective. Receive all incoming requests for engineering support with respect to Heavy Maintenance production support. Using eRES system, review request, revise and add additional detail as required and forward to specialist engineering group. Develop status report for all outstanding requests, send to customer and report on at regular meetings in person or via telecon. Prepare quotes & estimates on modification programs. Quotes often run upwards of \$100k.

7	Performance Planning/People Management	<p>Collate data and prepare invoices for all chargeable work (outside SLA) accomplished by Engineering Services for customer fleets.</p> <p>Active participation in the Performance Planning &amp; Review (PPR) and personal development process (including training) in accordance with organisational requirements.</p> <p>Ensure active participation in establishing a development plan to ensure ongoing professional development</p>
8	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies &amp; procedures &amp; comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with company service standards and adhere to business unit policies and procedures at all times.</p> <p>Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
9	Comply with the Group management system standard and associated policies in the workplace	<ul style="list-style-type: none"> <li>- Work with due care and consideration to safeguard their own health and safety and the health and safety of others</li> <li>- Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.</li> </ul> <p>Report all incidents (including dangerous occurrences) and hazards.</p> <p>Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.</p> <p>Attend, when directed, any course of training or instruction related to health and safety issues.</p> <p>Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	Budget resides with Manager
Comments:	NA
Authority:	Within scope of role
Revenue:	NA

**Knowledge and Person Specifications**

Aircraft Trade background.

8+ years experience in Aviation, particularly commercial aviation and maintenance.

Experience in aircraft configuration control management (i.e. have worked within a Continuing Airworthiness Management Organisation - CAMO).

Understanding of the regulatory framework pertaining to aviation and aviation maintenance.

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Solid time management skills with an ability to prioritise department tasks while working on multiple projects.

Solid verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Ability to work in a team environment but can also work independently when necessary;

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### Technical Officer, Receipts Compliance

**Confirmed**

Position Title: Technical Officer, Receipts Compliance

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ENGINEERING SUPPLY CHAIN 260 (9034)

Organisation Unit : RECEIPTS COMPLIANCE 409 (7464)

Reference Number: YYHO-9E4A7T

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Position is responsible for part data integrity, processing components for external repair, processing ROR items, raising and receipting PO's and Technical query resolution. Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. As well as continuously improving workflows.

Managers Position Title		
Senior Technical Officer, Receipts Compliance		
Peers Position Title		
This Position		
Peers Position Title		
Analyst, Repair Management	Technical Officer, Receipts Compliance	Technical Officer
Subordinates	Subordinates	Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
Specialist Engineering Groups	Advice on part handling and technical support
Compliance Control	Advice on part handling and technical support
Maintenance Departments	Advice on part handling and technical support
Maintenance Standards & Systems	Advice on part handling and technical support
Maintenance Watch	Advice on part handling and technical support
Stores and Operations departments	Advice on part handling and technical support
Warranty Department	Advice on part handling and technical support
Category Management teams	Advice on part handling and technical support

#### Key Accountabilities:

Key Result Area	Major Activities
1 Maintain Configuration Data Integrity	Monitor the status of AD or etops affected parts through: Monitoring Maintenance Information System Reports Improving processes used to manage AD related parts
Process components for external repair, ensuring compliance	Work in accordance with policy & procedures in the processing of components for repair to external

2		<p>vendors.</p> <p>Process of compliance checking of receipts after repair from external vendors</p> <p>Process raw materials, scrap items, quarantine items, Buyer Furnished Equipment (BFE)</p>
3	Process ROR (Recertify or Repair) items	Identify and investigate ROR items for recertification.
4	Continuous improvement	Participate in projects as required to implement opportunities to improve the business
5	Raising and receipting PO's (Purchase Orders)	Use Share Email database to manage remote drop shipments.
6	Technical query resolution	Use Share Email database to answer queries from vendors, Repair management or Category Management.
		Escalate complex queries to Engineering Services using ERes system.
	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</p> <p>Maintain a professional rapport with colleagues. Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
7		
	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;</p> <p>Immediately report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p> <p>Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>
8		

Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority: Production Examiner

Revenue:

#### Knowledge and Person Specifications

Hold a Trade Certificate, eg Aircraft Maintenance Engineer and the ability to hold a Production Examiner authority.

Ability to hold an airside drivers licence, essential

Ability to communicate (written and oral), with a wide range of staff.

Well developed interpersonal and representational skills

Demonstrated analytical skills, including the ability to :

- adopt a systematic approach to problem solving in a complex technical environment ;

- exercise sound professional judgment under pressure

Proven ability to work effectively in a multi disciplinary team environment and a willingness to adapt positively to, and facilitate change.

Ability to meet Corporate and Divisional/Departmental Service Standards.

Demonstrated proficiency in the use of CAMEO, MXI, SUPPLY, AQD, Form 500, ERes, AV-Data, My Qantas Fleet, ADOC Navigator, QEPM, Microsoft Word and Excel

Detailed understanding of the Qantas System of Maintenance.

Familiarity with aircraft industry documentation (OEM Service Literature, AD's etc).

Working knowledge of CASA policies, standards, regulations, orders and procedures relating to Airworthiness.

Willingness to undertake further education related to the position.

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Safety Data Coordinator

Confirmed

Position Title: Safety Data Coordinator  
 Segment: Qantas Airlines Operations  
 Division: SAFETY (9559)  
 Branch: QA SAFETY (9559)  
 Organisation Unit : QA SAFETY (9559)  
 Reference Number: RREL-9X6V7D  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

The safety database, Aviation Quality Database (AQD), is an essential component of the Qantas Safety Management System (QSMS), which complies with regulatory requirements. This position is the subject matter expert supporting the outsourced technical help desk supplier, Tata Consulting Group (TCS) as well as a central point of contact for TCS and the software vendor, Superstructure. This role provides advice to both suppliers in terms of resolving system issues, designing 'fixes' and new module testing on behalf of QF.

Managers Position Title		
Manager Air Safety		
Peers Position Title	This Position	Peers Position Title
Safety Data Coordinator		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
1. Superstructure	1. AQD software vendor support
2. Tata Consulting Group (TCS)	2. AQD administration support
3. IBM	3. New module testing and roll-out, intranet and working from home support
4. Fujitsu	4. Web page and web design

### Key Accountabilities :

	Key Result Area	Major Activities
1	Provide AQD support to members of the QA Safety Department (5%)	Local issues are resolved in a timely manner.
2	Work with Superstructure with new modules required by the business (15%)	New modules added to the production system and released with no / minimal issues.
3	User acceptance testing for upgrades and updates to AQD. Work with TCS to ensure that issues are identified and resolved. (15%)	System is implemented with minimal / no issues during production roll-out.
4	Provide expertise and support to TCS (65%)	All issues are resolved with minimal / no disruption

	Major challenges	to production.
5		Working with TCS and Superstructure across different timezones (TCS = IST, Superstructure = NZST, QF = AEST) Managemetn of relationships between TCS and Superstructure
6	Comply with Corporate and Divisional Service Standards.	
	Comply with the Group management system standard and associated policies in the workplace	
7		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: Nil

Payroll (\$'s p.a.):

Operating Budget: Nil

Comments: Provide ad-hoc AQD administration support to Qantas Safety personnel

Authority: User acceptance testing  
System upgrades

Revenue:

**Knowledge and Person Specifications**

AQD and SQL Administration experience  
Experienced in supporting or administration of AQD  
Knowledge of basic Qantas IT support processes  
Advanced MS access and VBA

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description

### Maintenance Production Controller (MPC) Brisbane

Confirmed

Position Title: Maintenance Production Controller (MPC) Brisbane

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: BNE LINE MAINTENANCE OPS 670 (527)

Organisation Unit : BNE LINE MAINTENANCE OPS 670 (527)

Reference Number: SSST-9E7VAJ

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The main purpose of the Maintenance Production Controller's position is to facilitate the Planning, Forecasting, Estimating and Analytical Reporting of all aspects of Engineering & Maintenance conducted by Qantas Line Maintenance Brisbane.

	Managers Position Title	
	Operations Manager, Brisbane Line	
	Maintenance	
Peers Position Title	This Position	Peers Position Title
	Maintenance Production Controller (MPC)	
	Brisbane	
Subordinates	Subordinates	Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
	Direct Report - Daily Maintenance activity / Analytical business reporting
Manager LMO QLD / BNE Operations Manager	Aircraft Maintenance Planning / prioritising workload / known or possible maintenance constraints / Clarification of maintenance tasks / Manpower availability / requirements for overtime / Tooling requirements or status
Duty Maintenance Managers / Snr Lames	General advice relative to Maintenance Planning / Manpower as required
LMO Brisbane Staff members (approx 150)	Assistance with work packages / Analytical business reporting
LMO Cairns (DMM's & Snr Lames)	Coordination and planning of workloads / Advising known or possible constraints / Accountable for Brisbane's agreed completion of planned workload to ensure maximum work output whilst minimising task deferrals.
MOC Scheduling departments SYD / MEL	Forecast 3/10 day Maintenance plan to achieve optimum workload output / advising known or possible constraints that can impede scheduled maintenance
MOC Scheduling Analysts	Adhoc Interpretation of MEL's CDL's and other technical maintenance matters.
Maintenance Watch	Daily interaction to ensure Hangar, equipment & tooling is available to acquit planned Aircraft Maintenance.
Hangar Facilitator / Maintenance Assistants	
Toolcrib Operators (other ports)	
Supply Chain representatives (All Ports)	
Quality Advisor / OH&S Advisor	
Training Coordinator	

Heavy Maintenance - Operational Shift Managers

Coordination of Tooling and equipment from various ports should these not be held locally at Brisbane Engineering facilities.  
 Coordination of aircraft Spare parts should these not be held locally within Brisbane Supply Chain.  
 Assist with Quality Maintenance investigations and OH&S issues by providing Task Card Research and job Analysis.  
 Provide advice and recommendations for suitable timeframes where training will least impact Maintenance operations.  
 Coordinate Specialist trade Manpower requirements for Adhoc Sheetmetal, NDI & Paint tasks

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Review forecasted planned Maintenance tasks via Aircraft documentation & Maintenance Manuals	To ensure all known parts, tooling and facilities are available to allow the Engineers to successfully complete the assigned task(s). Planned Workloads are completed with minimal Task Deferrals.
2	Evaluate Brisbane Shift Licence coverage across all Crews and Trades for short term (current day / next day) Maintenance requirements	Ensures the planned Aircraft Maintenance can be completed by the correct number of qualified Aircraft Engineers. Planned Workloads are completed with minimal Task Deferrals
3	Review completed work packages and update various Reporting Spreadsheets	Retain Historical records of completed Aircraft Maintenance work to facilitate Reporting & Trend Analysis Data produced is used to populate Weekly and Quarterly Planning Reports Prepare Documentations Folder which includes required Engineering Instructions (EI's), Engineering Authorities (EA's) and drawings etc.
4	Prepare Daily / Weekly / Quarterly MPC reports	To communicate Planned Workloads, Operational Performance and recent trends to Managers & Senior Engineers Reports are sent out at timely intervals.
5	Comply with Corporate and Divisional Service Standards.	To communicate Planned Workloads, Operational Performance and recent trends to Managers & Senior Engineers Reports are sent out at timely intervals.
6	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Up to 15 nightly Aircraft work packages and associated Maintenance Documentation for the Qantas Domestic fleet.  
 Between 2-3 daily Aircraft Work Packages and associated Maintenance Documentation for the Qantas International fleet.

Comments:

Weekly coordination of Air Vanuatu Maintenance requirements.  
Ensuring that Brisbane Line Maintenance is capable of acquitting the agreed nightly Maintenance MOU capability (125.0 hrs + 10% stretch target) by the correct coordination of Manpower, Tooling and Parts.  
Active participant of daily MOC Telephone hook-up. Work packages are discussed, negotiated and possibly revised. The MPC is accountable for the agreed workload.  
Adjusting manpower levels to match required maintenance estimates (Overtime / Leave acquittal)  
Weekly analytical reporting.

Authority:

Revenue:

#### Knowledge and Person Specifications

Possessing and Aircraft Trade background or appropriate relevant industry experience  
Through knowledge of Qantas' system of Aircraft Maintenance  
Understanding of Planning and Scheduling fundamentals in relation to Aircraft, Engines and Systems.  
Ability to estimate and forecast Line Maintenance manpower and task duration  
Understanding and experience in planning and roster implementation ensuring efficient manpower levels and acquittal of work  
Working knowledge of company's desktop software systems - Cameo, Supply, EMSTAFF, EMCOST, - Airpac / Webpac, AirDoc (Aircraft Maintenance Manuals), My Qantas Fleet  
Highly proficient working knowledge of Microsoft applications  
Proven analytical, problem solving and lateral thinking skills under pressure situations  
Be adaptive and open to workplace change in a dynamic environment  
Strong communication skills both written and verbal with the ability to liaise with all levels within the company  
Able to build constructive, respective and working relationships in formal and informal networks  
Sound organisational skills with the ability to prioritise conflicting tasks in order to meet deadlines  
Proven self stater and able to work alone or as part of a team

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description

### Instructor - Apprentice Training

Confirmed

Position Title: Instructor - Apprentice Training

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: QANTAS ENGINEERING PEOPLE 112 (679)

Organisation Unit : APPRENTICE ADMINISTRATION 292 (9565)

Reference Number: ~~KKHA~~-95D6UG

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The Instructor Apprentice Training is responsible for ensuring that Qantas Engineering maintains compliance in the way in which it recruits, registers, performance manages, and achieves required training competencies in accordance with the National Training Package and respective State Training requirements.

Managers Position Title		
Senior Instructor, Apprentice Training.		
Peers Position Title	This Position	Peers Position Title
	Instructor - Apprentice Training	
Subordinates	Subordinates	Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
Production Managers	Regular consultation, advice, updates and reporting.
Support Managers	Work with all parties and form collaborative relationships to implement successful outcomes.
Corporate Communication team	Ensure open, effective and time sensitive communication and feedback channels.
People Shared Services	Highlight issues and seek advice / approval when required.
Performance and Culture	Represent Qantas' interest at all times.
Business Segment Leaders & Staff	Management of relationship with external companies /
3rd Party suppliers	education providers in relation to initiatives requiring input /
Various Government bodies that administer mature age education	consol from outside the company.
	Business partnering to develop effective communication of strategies and plans.

#### Key Accountabilities:

Key Result Area	Major Activities
Maintain Compliance to training body regulations	Tracking of the national apprenticeship program including: Achievements of competencies Performance Management Management of Training Placement To have an conceptual understanding of the State

		Acts and Legislations related to the registration and training of apprentices Highlight any (potential) compliance breaches and escalate them to the Senior Instructure
2	Delivery of day to day activities within the department	Delivery of day to day activities within the department Supervise all apprentices with the designated trade stream Tracking and interpretation of competency journals Apprentice performance tracking Maintaining data in IT systems for the purpose of reporting Manage people issues escalating where required Maintenance tracking of leased properties in Avalon Victoria including the management of all lease requirements Providing expert advice on and assistance to the operational businesses on apprentice related matters Managing workloads and priorities Interactions with apprentices on work related issues
3	Execute the annual apprentice recruitment program	Ensure all key milestones are met in the recruitment plan through: Participate in the generation of the plan Partake in the review of the plan Tracking the progress of the plan Engaging the identified key stakeholders to ensure milestones are met Participate in the recruitment activities of the plan eg assessment centre, interview panels
4	Execute the Qantas Engineering Apprenticeship marketing campaign	To participate in the implementation of the Qantas Engineering recruitment marketing campaign including Attending key careers expos Visiting schools and TAFEs to generate future apprentice pipelines through presentations and information seminars Input into the print and electronic media campaigns Partnering with both internal and external stakeholders during expos to deliver a consolidated message to potential applicants
5	Apprentice Reporting	Populate reports for distribution to the businesses on: Apprentice trade splits Apprentice on the job performance Apprentice TAFE performance Apprentice movements Apprentice graduations Apprentices moving from non productive to productive
6	Comply with Corporate and Divisional Service Standards.	
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget: Nil

Comments:

Authority: Decisions associated with day to day activities outlines above.

Revenue:

**Knowledge and Person Specifications**

Proven supervisory experience

Able to effectively influence and negotiate

Be trustworthy with sensitive information

Be able to relate and communicate to all levels of staffing hierarchy

Excellent administrative and organisational skills

Thorough knowledge of Company Corporate Policies and Procedures, Legislative requirements

Strong Understanding of the aviation industry and Aeroskills Training Package requirements

Good understanding of OH&S and EEO requirements

Good understanding of recruitment practices and interviewing techniques

Practical experience in training or mentoring apprentices

Excellent written and spoken communication skills with demonstrated strong organisational skills

Advanced computer literacy with advanced skills with PC Applications ie Word, Powerpoint, Excell, EMSTAFF

Understanding of HR systems and processes with experience in people management

Ability to relate to apprentices in a range of life critical situations providing guidance and coordination of external counselling services.

Ability to meet Corporate and Divisional/Departmental Service Standards.

Comments

Employee Signature

Managers Signature

Date

Date



## Position Description Scheduling Analyst

**Confirmed**

Position Title: Scheduling Analyst  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: MAINTENANCE OPERATIONS CENTRE (8773)  
 Organisation Unit : MAINTENANCE OPERATIONS CENTRE (8773)  
 Reference Number: RREL-9F3SPM  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Maintain aircraft compliance of Qantas and customer aircraft  
 Monitor and plan major line maintenance checks.  
 Monitor compliance and plan Airworthy Directives.  
 Monitor compliance and plan Engineering Instructions.  
 Monitor and plan inspections and repairs requiring side shop support and/or significant manpower and hangar facilities.  
 Liaise with CAR signatures to accomplish inspection and repairs required by Engineering Authorities.  
 Prepare concession request for CAR signatory approval.  
 Produce excel spreadsheet listing aircraft rectification/inspection tasks for IOC planner.  
 Liaise with IOC to position aircraft for major line maintenance checks, inspections, repairs.  
 Produce 3-Day Plan for distribution to line maintenance facilities.

	Managers Position Title	
	Planning Manager	
Peers Position Title	This Position	Peers Position Title
	Scheduling Analyst	
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Senior Maintenance Scheduler	Discuss planned work and current day workload
Maintenance Scheduler	Assist in selecting tasks on the 3-Day plan
IOC planner	Assist with placing aircraft for maintenance
Jetconnect Fleet Manager	Assist with placing aircraft for maintenance
Engineering Manager Freighters Aust.	Assist with placing aircraft for maintenance
Maintenance Watch	Assist with placing aircraft for maintenance
Principal Planner Heavy Maintenance planning	Engineering Instruction concession request and planned compliance dates.

### Key Accountabilities:

Key Result Area

Major Activities

1	Review Cameo produced Daily Status. Check hours remaining for maintenance functions	Maintain Compliance and to accomplish within time limits
2	Review Cameo produced due tasks for action documents, engineering authorities	Maintain Compliance and to accomplish within time limits
3	Review Cameo produced due tasks	Check for major tasks requiring significant downtime / manpower / maintenance base
4	Request extensions to action documents, engineering authorities if unable to meet compliance	Maintain Compliance
5	Customer aircraft maintenance function / defect planning. Phone calls	Maintain Compliance. Utilize limited maintenance opportunities
6	Review Cameo produced due tasks for hold items.	Liaise with Maintenance Watch / Supply to help clear aircraft hold items
7	Compile 3-Day plan for MOC and Line Maintenance Stations	Required for MOC to prepare aircraft work package
8	Comply with Corporate and Divisional Service Standards.	
9	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Decisions Expected:  
Line maintenance functions. (A Checks)  
Customer workloads.  
Contractor work (disinsections)  
Planned work listed on the 3-Day plan.  
Recommendations Expected:  
Carry out or to defer

Revenue:

#### Knowledge and Person Specifications

Trade qualification Mechanical Fitter  
25 years within the 737 MOC.  
15 years in current position.  
25 years Cameo experience  
Microsoft Excel.  
Microsoft Office

Comments

Employee Signature

Managers Signature



## Position Description

### Senior Technical Officer, B747/767 Fleet

**Confirmed**

Position Title: Senior Technical Officer, B747/767 Fleet

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : A330 FLEET MANAGEMENT 433 (3058)

Reference Number: DDFL-9E94K7

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The position is responsible for developing the System of Maintenance for the B747/767 Fleet to show compliance to approved instructions for continued airworthiness (Airworthiness Directives, Maintenance Review Board, Airworthiness Limitations, Continuing Airworthiness Requirements) and incorporate variations and requirements from Qantas and Jetstar as required.

In addition, they will identify opportunities to optimise the B747/767 Maintenance Program to ensure compliance is achieved within economical policy and constraints, for and on behalf of the Engineering Manager, providing escalations when necessary.

This position is also responsible for prioritising, intervening and assisting when required in all phases of implementation of all B747/767 Fleet modification programs in resolving issues for example logistics and tooling. And ensuring all Modification programs are progressed in line with the compliance/scheduling requirements specified in line with the Fleet Management expectations.

This includes: Monitor and report on B747/767 Fleet Critical Mod Programs for the fleet (including AD related Inspection and Modifications), assist as required in mitigating risks associated with the timely completion of such Programs (ie. ensuring compliance with AD's when applicable), and where necessary escalate to the Manager Fleet Engineering and/or Head of Engineering Services when progress is unsatisfactory or compliance at risk.

#### Managers Position Title

Manager Engineering

Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Design & Projects	Senior Technical Officer, B747/767 Fleet	Senior Technical Officer, CFM Engines
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Fleet Engineers, Fleet Managers and Head of Engineering Services Supply Chain MOC Planning, Line & Heavy Maintenance Planning OEM	Assist with preparation & implementation of Mod Programs as required Oversight and accountability of Mod Programs and escalations. Logistics issues related to Mod Programs & Component Pooling Contract related matters Planning / scheduling of Mods Technical & Logistics issues related to Mod Programs

Manager Engineering Maintenance Contracts  
Quality and Risk  
CASA

Technical & logistics issues related to impacted by  
Component Pooling Contracts;  
Provide escalations and oversight of Mod Programs  
Oversight and accountability of Mod Programs.  
Oversight and accountability of Mod Programs.

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Providing oversight of B747/767 Fleet- Aircraft Maintenance Program (AMP)	<p>Monitor &amp; report on B747/767 Fleet AMP status including Airworthiness Directive (AD), Maintenance Review Board, Airworthiness Limitations and Continuing Airworthiness Requirements</p> <p>- Advise or assist, and liaise with applicable stakeholders to make sure all parties are aware of the issue and facilitate resolution to ensure Fleet Maintenance Program and Airworthiness Directive timelines are maintained.</p> <p>Consider Finance Need to minimise costs, or budgetary constraints which could impact on Program start up;</p> <p>Consider the regulatory requirements to complete or alter AMP requirements within mandated timeframes</p> <p>Attend and actively participate in the weekly Maintenance, Reliability and AD Management meetings</p>
2	Providing oversight of B747/767 Fleet Reliability Programs	<p>Develop and utilise methods for determining reliability of B747/767 Fleet systems, components, equipment, and processes using all available data including but not limited to delays, MELs and aircraft trouble shooting messaging</p> <p>Conduct analysis of B747/767 Fleet reliability problems and investigate to determine the reliability required for the particular situation considering the cost limitations for equipment up/down time, repair/replacement costs, weight, size, and availability of materials/equipment.</p> <p>Determines the cost advantages of alternatives for developing action plans to comply with internal/external customer demands for reliability processes/equipment to avoid failures.</p> <p>Understands and monitors maintenance activities and costs for maintaining the subfleet</p>
3	Support the delivery of optimisation and enhancement programs for the B747/767 Fleet	<p>Support the identification of maintenance program cost reductions and reliability improvements for the B747/767 Fleet .</p> <p>Partner with Engineering Specialists and Maintenance providers to implement continual improvement opportunities in both the provision of engineering support and acquittal of maintenance</p> <p>Support the 24 x 7 operational support model for troubleshooting, repair and modification of Qantas and customer aircraft</p>
	Drives continuous improvement	<p>Monitor KPIs to support the Key Result Areas for the subfleet to ensure continued satisfactory performance and communicates the performance to the B747/767 Fleet Manager highlighting variations to the targets</p> <p>Initiate engineering and process change improvement projects both within his/her own business unit and within other business units to address reliability and maintainability issues and</p>

4

risks.

Monitor the effectiveness of supporting processes such as technical data, IT systems and configuration management to ensure effective and efficient fleet operations

Apply Lean Thinking, RCA, data analysis methods and other appropriate problem identification and improvement methods

Identify and understands the impact of changing regulatory environment on the operation of both the fleet and its Mechanical Systems

Stakeholder Management

Works with stakeholders in the Maintenance Control Centre, Flight Operations and Network on a daily basis to determine and validate their requirements and ensures these are agreed and integrated with the Key Performance Indicators identify systemic reliability and maintainability issues evidenced by fleet and maintenance provider performance

5

Reviews and monitors regulatory requirements as they pertain to Reliability and Maintainability and is able to develop programs that ensure Qantas remains compliant with these requirements Maintains professional and collaborative relationships with Original Equipment Manufacturers to ensure we obtain access to appropriate industry data

6

Comply with Corporate and Divisional Service Standards.

Comply with the Group management system standard and associated policies in the workplace

- Act in accordance with Qantas Service standards.

- Work with due care and consideration to safeguard their own health and safety and the health and safety of others

- Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.

Report all incidents (including dangerous occurrences) and hazards.

Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.

Attend, when directed, any course of training or instruction related to health and safety issues.

Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

7

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments:

This position is responsible for developing the System of Maintenance to show compliance to approved instructions for continued airworthiness (Airworthiness Directives, Maintenance Review Board, Airworthiness Limitations, Continuing Airworthiness Requirements).

This position has the authority to determine whether to escalate

Authority: Maintenance and Inspection activity, which will result in recommendations to Fleet Manager and or the Head of Engineering Services where required / requested in relation to Mod Programs.

Revenue: NA

**Knowledge and Person Specifications**

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure.  
Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company.

Ability to provide exposure to multiple systems and an understanding of how they interact.

Demonstrated proficiency in Qantas Engineering software and systems, with a knowledge of Maintenix, EDAT, eRES, SUPPLY & GDP computer systems;

Strong MS Office skills and applications to support generation of reports and communications for department activities;

Effective time management skills with an ability to prioritise department tasks while working on multiple projects

Good Communication skills at all levels;

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Good Problem Solving Skills;

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Senior Technclal Officer , CFM Engines

Confirmed

Position Title: Senior Technclal Officer, CFM Engines  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: ENGINEERING SERVICES 488 (2855)  
 Organisation Unit : ENGINEERING SERVICES 488 (2855)  
 Reference Number: RREL-9U9SF4  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Ensure the airworthiness compliance of the CFM engine fleet by providing technical support for the following :  
 Monitoring on-wing reliability  
 Preparation of shop visit work scopes / data packs  
 Contractor liaison  
 Configuration control - review AD's and SB's and instigate modification programs as required  
 Raising of documentation - EI's EA's and work scopes  
 Carry out defect investigations and prepare SDR's and failed engine reports  
 Workshop support  
 Review of shop visit and strip reports, including engine test results database to identify opportunities to improve operational performance and cost of ownership  
 Maintenance of engine and component databases to measure product reliability  
 Development of life limited parts database for each engine and preparation of restrictions for engine on -wing life limits  
 Raising reports such as monthly CFM fleet cancellation and delays

Managers Position Title

Manager CFM Engines

Peers Position Title

This Position

Peers Position Title

Senior Technclal Officer, CFM Engines

Subordinates

Subordinates

Subordinates

### Working Relationships

Position

Type and Nature of Relationship

L.T.Q Engineering  
 L.H.T.  
 QF Aero Engine Support Shop  
 QF Line / Heave Maintenance  
 GE / CFMI  
 Boeing  
 QF Receipt Compliance  
 CASA  
 ATSB  
 QF aircraft group / avionics / airframe  
 QF Components

Engine shop visits, general technical issues and resolutions, shop visit status.  
 Engine shop visits, general technical issues and resolutions, shop visit status.  
 General engine technical issues and engine findings  
 On-wing engine findings / issues  
 CDR's general engine enquiries  
 Issues with Engine aircraft hardware  
 Engine acceptance issues  
 Engine airworthiness issues (SDR's)  
 Engine failure issues, hardware investigations  
 General engine hardware issues  
 General engine component technical issues

QF Supply Chain  
QF Maintenance Watch  
QF NDT

General engine component supply issues  
Engine on-wing issues  
MCD findings and material analysis

**Key Accountabilities :**

	Key Result Area	Major Activities
1	5% - Carry out defect investigations and prepare Service Difficulty Reports (SDR's)	To ensure defect is identified and corrective action taken, eliminating or reducing similar failures.
2	60% - Prepare work scopes for engine shop visits	To ensure engine returns are serviceable and airworthy. Measured by on-wing performance, TAT and cost of shop visit.
3	10% - Review shop visit, strip reports and test data	Identify potential operation and performance issues. Measured by reduction in on-wing issues, in-flight shutdowns and unscheduled engine removals.
4	5% - Configuration control: review Airworthiness Directives (AD's) and Service Bulletins (SB's) and initiate and recommend modification programs	To reduce operational failures and improve hardware reliability. Measured by on-wing reliability and reduction in cost associated with shop visits and repairs.
5	2% - Monthly production and review of delays and cancellation data associated with the CFM engine fleet	To ascertain ongoing reliability of engines and related hardware. D's & C's trending downward.
6	8% - Raise relevant documentation (Engineering Authorities - EA's and Engineering Instructions - EI's)	To accept conditions outside of ESM limits and the release of Service Bulletins and Airworthiness Directives. Measured by a reduction in the scrap rate or further engine strip / removal.
7	10% - Work shop support	Assist in ESM interpretation and MCD findings and general problem solving. Measured by a reduction in delays to engine release pre- and post-shop visit.
8	Major challenges	As we move into the new organisation in the Engine Fleet management Group, the challenges are to adapt to the new demands of the CFM Engine Group and to learn and absorb the new tasks associated with planning and contractual tasks and to adapt to the new procedures and systems such as MXI. This will involve not just making decisions on a purely engineering basis, but looking at other issues such as cost, turn times and spares availability. An example is involvement in optimising maintenance plans, especially for the -7B engine and accessories for best value over the expected life of the fleet.
9	Comply with Corporate and Divisional Service Standards.	
10	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: Nil

Payroll (\$'s p.a.):

Operating Budget:

Nil

Comments:

Decisions Expected:

Review of wear debris / MCD analysis pre-shop visit and decide on results.

Engine work scopes for shop visits

ESM interpretation when required

Defect investigation conclusions

Cancellation and delay interpretation

Hardware defect solutions and potential removals.

Raising of modifications list

Introductions / deferrals

Authority:

Boroscope findings, basic defect decisions.

Accessory removal per soft time.

Recommendations expected:

Major boroscope findings which may effect engine removal.

EA, repair or acceptance request, actions and justifications

Engine shop visit module repair requirements

Engine removal planning

Exchange and used parts acceptance

Service Difficulty Reports conclusions and recommendations

Revenue:

#### Knowledge and Person Specifications

A minimum Associate Diploma or equivalent tertiary level certificate in Aircraft or Engineering related technology; or

LAME type licence; or

Company-approved training which adds skills relevant to current position / career path.

However, specialist knowledge gained through on-the-job training and accumulated work experience with allows the employee to satisfactorily perform the functions of the classification may be considered by the Company to be equivalent to formal qualifications.

Applicable specialist training is required in one or more of the relevant disciplines or fields : airframe, engine, electrical, avionics, instruments, radio, aircraft systems, aircraft performance, ground support equipment.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. Apprenticeship or other training periods may be included in this determination.

Supervisory training if required.

Sound knowledge of Aero engine operation and hardware, and experience with shop level maintenance on relevant engine types.

Computer skills and working knowledge of programs such as Microsoft Office, CAMEO and MXI.

Report writing and problem solving skills

Good communication and people skills

Ability to work with minimum supervision

Good time management skills

Team player - active involvement with immediate colleagues and most frequent contacts

Initiative

Comments

Employee Signature

Managers Signature

Date

Date



## Position Description

### Maintenance Supervisor , A/C Appearance

**Confirmed**

Position Title: Maintenance Supervisor , A/C Appearance

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT APPEARANCE 004 (789)

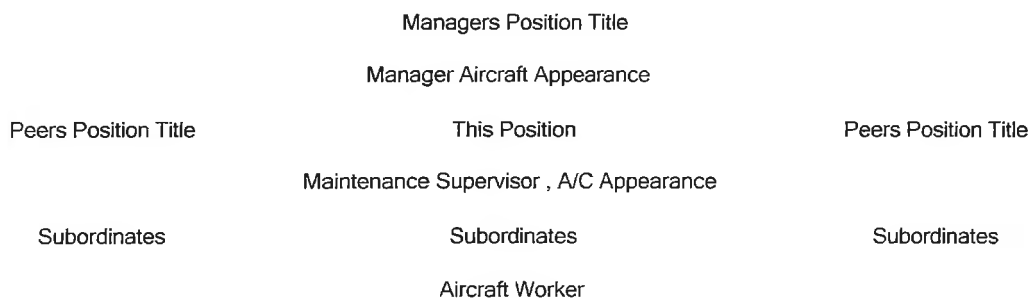
Organisation Unit : AIRCRAFT APPEARANCE 004 (789)

Reference Number: ~~SSST~~-9DNUCK

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Deliver quality Cabin experience services to the organisation and customers on time and in a compliant manner. This requires the Appearance Group to perform, report and certify work carried out on Aircraft in accordance with approved data, using tooling & equipment, enabling Aircraft to continue flying and for our customer to benefit from the end product we deliver



#### Working Relationships

Position	Type and Nature of Relationship
Managers, Supervisors and trade qualified positions across Qantas Engineering.	
Airworthiness authorities.	Facilitate maintenance requirements of the airline and/ or customer
Planning and technical services engineering departments.	Compliance
Qantas affiliates and external customers	Welfare of direct reports
Network of aerospace and other industry contacts	Maintain technical proficiency.
Corporate support services including HR, Emstaff, training etc.	

#### Key Accountabilities:

Key Result Area	Major Activities
Accountable for the provision of Aircraft Appearance services to facilitate maintenance activities of the department.	Provision of inspection services to complete maintenance requirements of the airline and its customers.
	Availability (on call) status hours/ 7 days per week.
	To ensure aircraft serviceability.
	To take responsibility for the work done and to perform a legal requirement.
	To report defects to engineering in order for repairs

		<p>to be carried out.</p> <p>To ensure that the equipment used is serviceable.</p> <p>To ensure that the correct documentation is use</p> <p>Identify opportunity for operational efficiency and 3rd party revenue.</p> <p>Engage procurement systems, actions, and justifications.</p>
2	<p>Co-ordination of Logistics i.e. determining access &amp; equipment requirements, and Prioritising Workload</p>	<p>Ensure the required level of resources, equipment &amp; tooling are available to undertake the planned maintenance for each shift including subsequent shifts as well as night shift, action call-in of staff as required to meet the required staff levels.</p> <p>Review the planned aircraft work and recommend revisions where required</p> <p>Ensure Parts and material is available for the planned maintenance through liaison with the M&amp;L Purchasing &amp; Inventory Controllers</p> <p>Provide an effective handover of the operation to the following shift involving the Maintenance upervisor and Leading Hand.</p>
3	<p>Staff development and provision of training to staff as required,</p>	<p>Participates in departmental training and development process.</p> <p>Provides feedback to staff re work performance against team KRAs &amp; KPIs.</p> <p>Completes Performance plans and reviews sessions with staff.</p> <p>Ensure staff are aware of the correct use of all equipment and procedures and are aware of the need for reporting incidents/accidents in the workplace immediately.</p>
4	<p>Adequate OHS resources are provided to implement and maintain the S.A.F.E. (Safe Airline for Everyone) system</p>	<p>Encourage and promote the involvement of all employees in achieving a safe and healthy workplace.</p> <p>Investigate and review serious incidents and implement corrective actions.</p> <p>Develop and implement suitable OHS strategic plans based on risk management principles.</p> <p>Ensure that safe working practices and procedures are implemented and adhered to in accordance with QantasLink Policies.</p> <p>Ensure that appropriate OHS training is identified and provided to all employees. Regularly promote OHS awareness amongst their employees through consultation, discussions with OHS representatives and other employees.</p> <p>Participate in scheduled workplace inspections.</p> <p>Ensure that OHS training is implemented.</p>
5	<p>Comply with Corporate and Divisional Service Standards.</p>	
6	<p>Comply with the Group management system standard and associated policies in the workplace</p>	<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: 40-45 aircraft workers

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

Organise daily schedule and prioritise maintenance activities.  
Manage internal section audit  
Respond to external audit (Quality, EASA, CASA etc)  
Authorisation of section timekeeping and leave.  
Equipment selection/ funding  
Resource allocation  
Develop and deliver

**Knowledge and Person Specifications**

CAANZ approval for Jetconnect aircraft  
Human Factors  
Strong background in aircraft maintenance  
Hold aircraft work cover related licenses  
Competent operational understanding of maintenance control systems including CAMEO, Maintenix, eRES, eTMS, eQ (staff competency management)  
May also have completed additional studies, certificate IV in training, Lead Auditor, Risk Management Facilitator , MEDA & level 2 investigator , Return to work Co-ordinator, Occupational first aid certificate , Supervisors development course & People management course.  
Experience and formalised training in supervision, training, regulatory compliance and quality functions including people management, ,leadership, corporate and completion law policy.  
Liaise with aircraft maintenance planning areas (line and heavy maintenance) and manage resource allocation.  
Communication skills  
Report writing skills  
Problem solving skills  
Time management skills  
General computing skills for Electronic Aircraft Appearance report Data base (editor and administrator rights), on-line manuals and communications via email  
Training skills  
Photography  
General understanding of company policy and procedure, and the access to approved data  
Audit and Audit responses.  
Understand maintenance systems.  
Generate Invoicing of customers, accounts receivable, and accounts payable including supplier accreditation and maintenance for the Aircraft Appearance section.  
Record keeping.

Comments

intent to be TSS level 4

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description Technical Officer, EDD

**Confirmed**

Position Title: Technical Officer, EDD

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : ENGINEERING DATA DELIVERY 365 (9745)

Reference Number: DDFL-9DZ7F6

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

The purpose of this position is to deliver of task writing and task instructions to Maintenance facilities. In particular this role is responsible for reviewing the content of Engineering Order (EO) modifications and converting these orders into actionable modification instructions in the Qantas Maintenance System (Mxi)

Managers Position Title		
Principal Technical Officer, EDD		
Peers Position Title	This Position	Peers Position Title
Technical Officer, Airworthiness Review	Technical Officer, EDD	Technical Officer, Policy & Procedures
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

### Working Relationships

Position	Type and Nature of Relationship
Manager FST	2-Up Manager
Manager EDD	Department Manager
Principal Technical Officer, EDD	Direct Supervisor
Engineers Managers & Professional Engineers Supply Chain	Liaise directly with to ensure task writing satisfies the intent of Engineering requirements
MOC Planning, Line & Heavy Maintenance	Liaise directly to ensure all required parts/modifications kits are available to support tasks and modifications acquittal
Planning , Quality and Risk	Ongoing liaison and support as required

### Key Accountabilities:

	Key Result Area	Major Activities
1	Creation of Task Baseline	Support the development of the approved Baseline Tasks for each fleet in Mxi
2	Managing Task Instances	Establish initial compliance limits for tasks in Mxi Support the ongoing maintenance and adjustment of task instances in accordance with Engineering requests
	Compliance Monitoring	Ensure all tasks are properly established in Mxi Conduct regular peer-to-peer review of Established

3		<p>Tasks to ensure accuracy of data</p> <p>Provide ongoing advice to stakeholders on task 'set-up' as required</p>
	Workflow Monitoring	<p>Monitor individual KPIs to ensure continued satisfactory performance for</p> <p>Monitor workflow management systems eRES for changes to tasks and priorities</p> <p>Attend regular meetings to monitor task priorities and issues</p>
4		
	Quality Oversight	<p>Support the development and implementation of a Quality System within EDD</p> <p>Monitor Task Alerts in Mxi and investigate all alerts to ensure zero breaches</p> <p>Escalate any breaches to Management for further action</p>
5		
	Performance and Professional Development	<p>Active participation in the Performance Planning &amp; Review (PPR) and personal development process (including training) in accordance with organisational requirements.</p> <p>Ensure active participation in establishing a development plan to ensure ongoing professional development</p>
6		
	Comply with Corporate and Divisional Service Standards.	<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards.</p> <p>Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.</p> <p>Maintain a professional rapport with colleagues.</p> <p>Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.</p>
7		
	Comply with the Group management system standard and associated policies in the workplace	<p>Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation;</p> <p>Immediately report all incidents (including dangerous occurrences) and hazards</p> <p>Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary</p> <p>Attend, when directed, any course of training or instruction related to health and safety</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p> <p>Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated</p>
8		

policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NA  
Payroll (\$'s p.a.): NA  
Operating Budget: NA  
Comments: NA  
Authority: NA  
Revenue: NA

**Knowledge and Person Specifications**

Strong knowledge of Qantas maintenance instructions, procedures, and their regulatory compliance and structure.

LAME/AME qualification and experience as considered necessary by the company.

7 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. (provides exposure to multiple systems and an understanding of how they interact)

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Solid time management skills with an ability to prioritise department tasks while working on multiple projects.

Solid verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Ability to work in a team environment but can also work independently when necessary;

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### Instructor, Aviation Safety Training

Confirmed

Position Title: Instructor, Aviation Safety Training

Segment: Qantas Airlines Operations

Division: FLIGHT OPERATIONS (488)

Branch: FLIGHT TRAINING & CHECKING (4060)

Organisation Unit : AVIATION SAFETY TRAINING (1634)

Reference Number: IIFI-8Q98PR

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

Conduct Emergency Procedures and Dangerous Goods theoretical instruction and practical training, examination and assessment to Qantas Aircrew ensuring all CASA and IATA requirements and Company Standards are met.

Conduct Training and assessment (within the above mentioned guidelines) for Cabin crew to On Board Manager, Flight Crew command training (Second Officer to First Officer, First Officer to Captain)

Conduct remedial/support/revision training and assessment for individuals or small groups

Contribute to the design and development of training course materials and resources to support the training curriculum.

Provide subject matter expertise and training to the following areas, curriculum development, engineering, media, advertising, Cabin Safety, Cabin Services, Flight Operations, Airports, Catering, external airlines, defence forces, and others as required.

Contribute and monitor day to day operations to facilitate efficient and effective functioning of the Training Delivery department.

Provide support to other Instructors to ensure the efficient operation of the section.

Conduct coaching, mentoring and assessment to/for other ASTI and external clients

Provide guidance, advice and administration in regards to the procurement of equipment and training devices for AST.

Work within the framework of Qantas and Flight Training Policy & Procedures, ensuring compliance.

Act as a company representative at Safety forums, symposiums, and other industry events as required.

Conduct Line Readiness Reviews as and when required

Meet the requirements of ISO9002 Quality Assurance Standard.

Facilitate, train and assess Human Factors and CRM Courses to course participants ensuring all CASA requirements and company requirements are met.

Provide information and training assessment to external clients, on student performance, for training review committees, to enable training plans to be implemented on student failures.

Ensuring all Cabin crew and Flight crew are able to respond effectively to any aircraft emergency, which could result in loss of life and injury to passengers and crew.

To ensure compliance with all government regulations as per requirements of the Air Operators Certificate held by the Chief Pilot

Charged with CASA requirement to assess students as per the AEPM which could lead to employment being ceased by Qantas.

#### Managers Position Title

Coordinator, Aviation Safety Training

#### Peers Position Title

Senior Instructor, Aviation Safety  
Training

#### This Position

Instructor, Aviation Safety Training

#### Peers Position Title

#### Subordinates

#### Subordinates

#### Subordinates

## Working Relationships

Position	Type and Nature of Relationship
Customer Services	Coordinate and deliver training needs
Customer Services Safety	Contribute to the continuing development of the Qantas safety system and equipment
Flight Operations	Communication of trainee shortcomings and failures
Group Safety eg. Audits	Attend stakeholder meetings as Subject matter expert eg CSOC
Qantas College	Advise Aircrew operations of student failures and re-assessment details.
Aviation Australia	Advise Cabin crew managers and learning and development, on student failures and training plans to get students to a acceptable level for certification
British Airways Cranebank London	
Air New Zealand Auckland	
Engineering	
Simulator maintenance	

## Key Accountabilities:

	Key Result Area	Major Activities
1	TRAINING, FACILITATION AND ASSESSMENT	<p>Conduct Emergency Procedures and Dangerous Goods theoretical instruction and practical training, examination and assessment to course participants, both at the training centre at Cabin Crew bases.</p> <p>Facilitate, train and assess Human Factors and CRM Courses to course participants</p> <p>Apply Operational understanding to Human Factors topics to clearly explain concepts to crew</p> <p>Ensuring compliance with Government regulations whilst training to Company standards, including Civil Aviation Orders Parts 20.11 and CAR 1988 - CAR 217 and CASR Part 92 and CASR 82.5, IOSA and CABS Effective management of all aspects of risk consistent with the nature of work and scale of risk.</p> <p>Conduct Emergency Procedures and Dangerous Goods theoretical instruction and practical training, examination and assessment to course participants ensuring all CASA and IATA requirements and Company Standards are met.</p> <p>Facilitate, train and assess Human Factors and CRM Courses to course participants ensuring all CASA requirements and company requirements are met</p> <p>Assess whether the training systems or training equipment can be improved</p>
2	COMPLIANCE DOCUMENTATION	<p>Ensure all daily course rolls and supporting documentation are completed accurately and filed.</p> <p>Ensure all other course rolls and supporting documentation are completed accurately and filed.</p> <p>Maintaining a quality system based on the requirement of Australian Standard AS/NZS ISO 9001:2000</p> <p>To ensure all CASA and IATA requirements and Company Standards are met.</p> <p>Ensure compliance with QA standards</p> <p>100% Completion of training records accurately</p> <p>100% Course rolls completed and filed correctly</p> <p>Maintenance of Instructor Training path supporting documentation</p>
	DEVELOPMENT OF TRAINING MATERIAL (SUBJECT MATTER EXPERT)	<p>Monitor strengths and weaknesses of current courses and provide feedback to improve course material.</p> <p>Develop questions for the AST Electronic and</p>

3		<p>paper based examination system</p> <p>Assist in the development courses to meet company / CASA requirements</p> <p>Develop courseware for external clients: Royal Australian Air Force Express Freighters Australia, Air Security Officers, Air Vanuatu, Air Nuigini, Australian Defence Force, Air Security Officers Program, and Japanese College of Foreign Language.</p> <p>All course modules are current and up to date</p> <p>To ensure that all theoretical examinations reflect the most current information and procedures provided to crew</p> <p>Latest Cabin and Flight Crew procedures are implemented</p> <p>External client's procedures and policies are delivered to their students</p>
	Representative of Flight Training to provide Services to External Clients	<p>Ensuring that external customer's requirements are met, adhering to both our internal policies and procedures, and theirs.</p> <p>Provide CASA and company auditors with relevant and requested information</p> <p>Attend inter-departmental meetings, as requested to provide guidance and clarification on policies and procedures</p> <p>To demonstrate to Company and CASA officials that all procedures are followed to standard.</p> <p>To ensure company standardisation</p> <p>To provide information and training to Qantas customer (eg: Fearless flyers).</p>
4		
5	Comply with Corporate and Divisional Service Standards.	
	Comply with the Group management system standard and associated policies in the workplace	
6		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: N/A

Payroll (\$'s p.a.): N/A

Operating Budget: N/A

Instructed courses include:

Cabin Crew Initial Course -including Domestic, International, A380, Jet connect (New Zealand) and London crew joining Qantas (max 16 students per course)

Cabin Crew Return to work - absent for 2-4 years (max 16 students per course)

Cabin Crew Recurrent - biannual recertification of Cabin Crew (max 16 students per course)

Cabin Crew Requalification - Cabin Crew returning after 1-2 years absence (max 4 students per course)

Onboard Managers Course - Cabin Crew that have been promoted to Customer Service Manager/Customer Service Supervisor (max 16 students)

Cabin Crew conversion - Cabin Crew converting to a different aircraft type (Long Haul to Short Haul, SH to LH, LH or SH to A380, LHR to LH or SH, SH or LH to LHR) - max 16 students per course

Flight Crew Initial - Flight Crew joining Qantas (max 16 students)

Flight crew recurrent - annual recertification of Flight Crew (max 12 students per course)

Comments:

Authority:

Revenue:

Flight Crew Return to work - Flight Crew returning to work after more than 24 months absence (max 4 students of same aircraft type)  
Flight Crew Conversion - flight crew changing aircraft type, 767, 737, A380, A330, and 747 Express freighters 737 and 767.  
Flight Crew Command discussion - Flight Crew re-grade training (eg: First Officer to Captain)  
Courses for external clients (including but not limited to): Air Nuigini, Air Vanuatu, Royal Australian Air Force, Australian Defence Force, Air Security Officers, Express Freighters Australia, Japanese College of Foreign Language,  
- Courses per annum - 1023  
Students contacts per annum- (average course 14 Students) 14,322  
Determining theoretical and practical assessment failures of Aircrew  
Disciplinary - Yes ( apply company stand down policy and procedures)  
Mentor Aviation Training instructor's trainee's competence during there training path.  
After hours assessment of equipment for use.  
Implement First Aid to student injuries

N/A

### Knowledge and Person Specifications

Hold a current CASA 20.11 Instrument and maintain currency  
Hold a current Instrument for the training of Dangerous Goods,  
Hold a current Dangerous Goods Acceptance Certificate to conduct Awareness training and assessment and maintain currency with a pass mark of 80%.  
Higher School Certificate or equivalent  
Hold and maintain a current First Aid Certificate or equivalent  
Previous experience in a training or technical area  
Certificate IV in Training and Education (TAE)  
Experience in adult learning principles  
Broad understanding of aircraft safety and airline operations  
Good administrative and computer skills in Microsoft Office packages, Perception administration systems, ARMS  
Able to demonstrate a high level of written and verbal communication  
Satisfactorily complete a pool rescue course, to conduct student Water survival assessment.  
Successfully complete the Aviation Safety Instructors training path.  
Successfully complete the Human Factors training path  
Maintain all skills to pass an Annual standardisation and accreditation check in Emergency procedures  
Maintain all skills to pass an Annual standardisation and accreditation check in Human Factors.  
Strong interpersonal skills.  
Physically fit and a capable swimmer.  
Willingness to work as part of a team.  
Able to work unsupervised and after hours shift  
Able to manage a busy workload within time limitations.  
Flexible and adaptable under pressure  
Able to operate effectively in a quality assurance environment  
Demonstrate proficiency to enter and retrieve records on a range of software systems, Perception, ARMS, Technical engineering logs, Excel, Word, PowerPoint.  
Demonstrate appropriate application of practical emergency procedure drills and commands, including Land evacuation, Ditch Evacuation, Precautionary Disembarkations with steps and escape slides.  
Physical application of aircraft emergency door operation and practical demonstration and use of aircraft emergency escape slides and rafts.  
Achieve emergency procedures endorsements in all aircraft types, to Qantas standards, achieving a minimum 90% pass mark, for both flight crew and Cabin crew assessments in the following aircraft types;  
A330-300  
A330-200  
A380-800  
B737-400  
B737-800  
B747-400  
B767-300GE  
B767-300RR  
Dangerous Goods  
Emergency Equipment  
Standard operating procedures

Common procedures

Survival

General aircraft and theory of flight knowledge

In-flight fire fighting

Depressurisation procedures

Maintaining currency in all the above courses.

**Comments**

No grading required as TSS EBA covered position

Questionare from Classification review conducted by the Hay Group

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



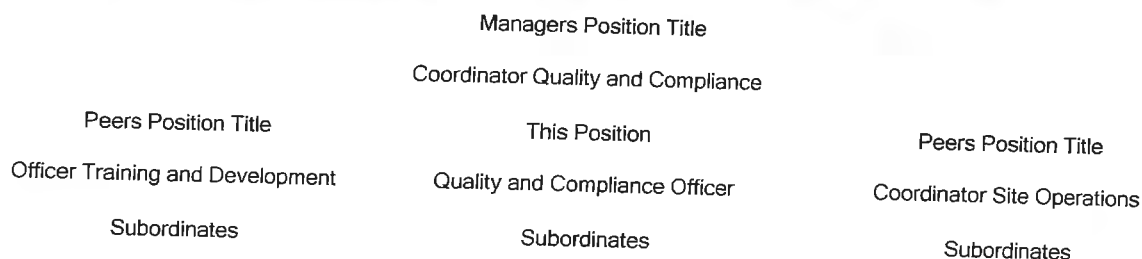
## Position Description Quality and Compliance Officer

**Confirmed**

Position Title: Quality and Compliance Officer  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: ENGINEERING SUPPLY CHAIN 260 (9034)  
 Organisation Unit : SUPPLY CHAIN COMPLIANCE 090 (8288)  
 Reference Number: YYHO-9F68T7  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Position is to coach, monitor and support Regulatory Compliance programs to ensure compliance with regulatory authorities and quality standard groups such as CASA, FAA, EASA and ISO, is met. The role is also responsible for conducting internal audits; assisting in audits conducted by regulatory authorities; investigate any quality and supplier deficiencies as well as any customer complaints and feedback.



### Working Relationships

Position	Type and Nature of Relationship
Supply Chain - various departments and management	Provide SME Quality advice and recommendations, competency assessments, Provide Quality training needs
Regulatory authorities	Assist during audits
Quality and Safety department	Assist during internal audits. Provide Quality reports and recommendations
Responsible Managers (Findings)	Root Cause analysis.
	Action planning and development.

### Key Accountabilities:

Key Result Area	Major Activities
Airworthiness Compliance CASA	Assist in ensuring that Qantas Engineering Supply Chain operates within all regulatory requirements. Assist in CASA and other regulatory audit process and respond to any non-conformance or non-compliance issued. Review corrective and preventative actions to ensure that the proposed changes are consistent with regulations. Ensure all actions are completed on time. Maintain records of all CASA audits, findings and

	Regulatory Compliance FAA, EASA, CAAS, CAAFI, ISO, etc	<p>responses.</p> <p>Assist in ensuring that Qantas Engineering Supply Chain operates within all regulatory requirements. Assist in the audit process of international airworthiness regulatory bodies and respond to any non-conformance or non-compliance issued. Review corrective and preventative actions to ensure that the proposed changes are consistent with regulations. Ensure all actions are completed on time. Maintain records of all audits, findings and responses.</p>
2		
	Quality Assurance and Risk Management	<p>Ongoing maintenance of the Supply Chain Quality Management system ensuring that it is inline with world's best practice and in unison with Quality System &amp; Risk Management and Corporate Policy. Assist in the implementation of quality programs in all Supply Chain facilities to ensure conformance and consistency. Maintain up to date knowledge of quality systems and regulatory requirements. Identify policy, procedural and training deficiencies. Provide quality advise and recommendations to Supply Chain line managers. Assist with the promotion of quality awareness at all Supply Chain facilities. Measure performance against KPIs and analyse and report data for emerging trends. Assist performance improvements through regular meetings on audit findings.</p>
3		
	Internal Audits	<p>Conduct self audits on all Supply Chain facilities and procedures in accordance with the audit schedule. Report findings into the Supply Chain Quality Management System, and report them to the applicable Supply Chain manager and monitor close out. Guide supervisors and managers in the identification of root causes.</p>
4		
	Quality Deficiencies, Supplier deficiencies, customer complaints and feedback	<p>Investigate all Engineering and Maintenance (Form 500) reports. Participate in Maintenance Error Decision Aid (MEDA) investigations as required. Carry out root cause analysis on deficiencies and partner with affected stakeholders to rectify. Collation and analysis of quality data and customer feedback to assess Supply chain performance and provide feedback to line managers. Assist in the preparation of the Supply Chain Aviation Safety &amp; Quality Forum.</p>
5		
	Lean Events	<p>Participate in Lean Events within Supply Chain. Ensure lean initiatives comply with quality and compliance requirements.</p>
6		
	Action tracking	<p>Ensure all audit findings are logged into AQD and tracked to closure.</p>
7		
	Personnel supervision and team development	<p>Develop and implement improvement opportunities within the Quality &amp; Compliance group. Facilitate effective relationship between stakeholders and the team. Eliminate barriers to cross functional teamwork.</p>
8		
	Comply with Corporate and Divisional Service Standards.	<p>Assist the Manager to ensure that all associated tasks and responsibilities comply and conform with</p>

9

Comply with the Group management system standard and associated policies in the workplace

relevant regulatory and quality requirements and Company policies and standards.  
Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.  
Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.  
Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.  
Maintain a professional rapport with colleagues.  
Share information and ideas, and actively encourage participation from others.  
As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.

Work with due care and consideration to safeguard their own health and safety and the health and safety of others.

Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.

Report all incidents (including dangerous occurrences) and hazards.

Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.

Attend, when directed, any course of training or instruction related to health and safety issues.

Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

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#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Revenue:

#### Knowledge and Person Specifications

Hold a Trade Certificate,

Practical experience in quality audits

Highly self-motivated

Exceptional verbal and written communication skills

Exceptional attention to detail

Ability to work across divisional boundaries and all levels of the workforce

Ability to negotiate, influence and be effectively assertive

Ability to balance competing priorities

Demonstrated proficiency in the use of Microsoft Word and Excel

Advantageous if experienced in the Aviation Quality Database (AQD)  
Ability to meet Corporate and Divisional/Departmental Service Standards.  
Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Technical Officer

**Confirmed**

Position Title: Technical Officer

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: ENGINEERING SUPPLY CHAIN 260 (9034)

Organisation Unit : COMPONENT MAINTENANCE SVS 184 (7228)

Reference Number: YYHO-9KQ7BE

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Position supports the component maintenance services department with any technical matters, regulatory compliance issues, investigations for Mead, form 500's and Otis's. To recommend and implement changes/improvements to workshop and work practices. Also AQD actions and Quality audit representation.

Managers Position Title		
	Operations Leader	
Peers Position Title	This Position	Peers Position Title
Leading Hands	Technical Officer	Production Coordinator
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Various Vendors/OEM Professional Engineers QSRM	Advice on technical issues/Support Compliance Regulatory requirements
CMS - Approx 35 tradesman/Ames's, 2 Leading Hand's, 2 Technical Reps & 2 Equipment Reps.	Provide support re technical requirements and compliance matters

### Key Accountabilities:

	Key Result Area	Major Activities
1	Support CMS with all technical requirements	Raising, supplying and controlling technical data, technical drawings, repair schemes and where applicable secure appropriate approvals. Liaise with vendors, engineers and tradesman to resolve technical issues
2	Regulatory compliance for CMS	To establish, prepare and manage the coordination of Component Maintenance quality and regulatory compliance packages on agreed products to EASA, FAA or CASA standards and carry out final checks on assessments completed prior to submission to QSRM. Carry out investigation for form 500,s, Out of

		tolerance and Mead. Assist with audits (internal and external) as required
3	Coordinate Tooling and testing equipment	Purchase or coordinate the manufacturing of tooling and test equipment. Control and monitor of the tooling and equipment compliance through the elms system on a day-to-day basis. Carry out periodical tooling conformance check on over one thousand tools and test equipment. Assist teams in managing their tooling and equipment and carry out conformance checks.
4	Utilising systems to dispatch components for repair	Utilise relevant systems (ie GDP/PC/CAMEO/OWRM) to control the dispatching of components to various Orem's repair facilities through stores or directly
5	Continuous Improvement	Develop and engage teams to drive continuous improvements outcomes. Carry out lean/5s events that include drafting, designing and finally implementing the whole relocation of teams, workshops and equipment. Develop, document and implement solutions to improve maintenance practices to address equipment malfunction and introduce new or modify existing equipment, facilities and services. Participate in projects as required to implement opportunities to improve the business
6	Comply with Corporate and Divisional Service Standards.	Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards. Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts. Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times. Maintain a professional rapport with colleagues. Share information and ideas, and actively encourage participation from others. As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.
7	Comply with the Group management system standard and associated policies in the workplace	Comply and cooperate with all safe working practices and procedures developed in accordance with the Qantas Safety Management System (QSMS) and applicable OHS legislation; Immediately report all incidents (including dangerous occurrences) and hazards Observe all instructions issued to protect their health and safety and the health and safety of others, including seeking appropriate first aid or medical treatment, as and when necessary Attend, when directed, any course of training or instruction related to health and safety Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies for employees

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Completion and signoff of compliance packs  
Final investigation outcomes.  
All technical issues resolved  
Verification and control of technical data

Revenue:

**Knowledge and Person Specifications**

Qualified tradesperson with aircraft industry experience  
Experience in Qantas Engineering - knowledge of QF Policy and Procedures  
Ability to plan, schedule & prioritise workload and meet targets  
Ability to work and communicate effectively within all levels of staff (both written and verbal).  
Proven ability to work as part of a team.  
Completed Compliance Assessor and Tool Conformance training.  
Ability to work autonomously without constant supervision.  
Ability to meet Corporate and Divisional/Departmental Service Standards.  
Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard.  
Thorough working knowledge of CARS, Carss, EASA and FAA regulations  
Experience in Quality Assurance positions within Qantas or other MRO  
Experience in Lean processes and continuous improvement initiatives  
Excellent problem solving and reporting abilities  
Qualified tooling conformance checker with sound knowledge in elms  
Sound working knowledge of Company computer systems (CAMEO, GDP)  
Proficient in the use of standard desktop software  
High level of initiative, innovation, attention to detail and accuracy skills.  
Aptitude for technical and compliance work.  
A self-starter who is keen to undergo further development.  
Articulate verbal and written communication skills.  
Strong customer service focus.

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description

### Technical Officer, Policy & Procedures

**Confirmed**

Position Title: Technical Officer, Policy & Procedures

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : POLICY & PROCEDURES 232 (738)

Reference Number: DDFL-9DZ5K4

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The Technical Officer, Policy & Procedures supports the administration and oversight of amendments to policy, procedure and related documents in the Document Management System (DMS). In addition, they are also responsible for supporting the local implementation of projects affecting the Controlled Manual Suite.

Managers Position Title		
Principal Technical Officer, Policy & Procedures		
Peers Position Title	This Position	Peers Position Title
Technical Officer, Fleet Engineering	Technical Officer, Policy & Procedures	Technical Officer, APU
Subordinates	Subordinates	Subordinates
NA	NA	NA

#### Working Relationships

Position	Type and Nature of Relationship
Manager Policy & Procedures	2-Up Manager
Principal Technical Officer	Direct Manager & Supervisor
Quality Managers (AA and AMS)	Review and acceptance of changes to procedures.
Compliance Manager / Approval	Regulation compliance and approval of changes to procedures.
Manager P&P	Operational updates and Project working groups.
Change requestor (Anywhere in QE)	Clarification of change requests and engagement to resolve issues during review cycle.
IT Services	Identification and resolution of IT issues with Document systems for daily operations.
Manager Safety Investigations	Discussion of P&P allocated Quality investigation reports.

#### Key Accountabilities:

Key Result Area	Major Activities
1 Support amendments to DMS using defined processes	Ensure completion of assigned tasks in business systems and document management systems Liaise with customer to ensure feedback in actioned in a timely manner
Support delivery of special projects	Support business projects as required

2	Ensure all tasks are conducted in accordance with relevant procedures	<p>Complete assigned tasks in a timely and effective manner</p> <p>Attend and participate in all Project Meetings</p> <p>Provide timely and accurate information to ensure Project Schedule and Issue/Risk registers are up to date</p>
3	Support Continuous Improvement	<p>Attend weekly department meetings and provide timely and effective updates on work status and issues</p> <p>Adhere to internal processes to ensure operational requirements for the DMS are met</p> <p>Report any delays, disruptions and failures in DMS and implement appropriate recovery procedures.</p> <p>Support the ongoing integrity of the DMS and rectify any defects or errors that are assigned for completion</p>
4	Compliance Awareness	<p>Participate in lean action work outs</p> <p>Provide demonstrated examples of process improvement</p> <p>Support the implementation of communication strategies that ensures the team has a clear understanding of business objectives and developments.</p>
5	Maintain full compliance with OHS requirements and ensure established targets are met.	<p>Ensure all completed work complies with local procedures</p> <p>Ensure basic awareness of Qantas Policy and CASAreulatory requirements.</p> <p>Work autonomously within the scope of Qantas Policy</p> <p>Support the completion of self-audits and any internal quality audits</p>
6	Performance Planning/People Management	<p>Develop a plan to ensure you are aware of and engaged in the achievement of OH&amp;S targets.</p> <p>Ensure full compliance with OH&amp;S requirements.</p> <p>Coordinate and undertake Safety observations and workplace inspections as per schedule.</p> <p>Ensure Environmental regulations are understood and maintained.</p> <p>Ensure the requirements for Emergency Response/Evacuation Planning are met and are understood by all employees.</p>
7	Comply with Corporate and Divisional Service Standards.	<p>Active participation in the Performance Planning &amp; Review (PPR) and personal development process (including training) in accordance with organisational requirements.</p> <p>Ensure active participation in establishing a development plan to ensure ongoing professional development</p>
8		<p>Ensuring that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards.</p> <p>Ensure that all activities undertaken fall within organisational policies &amp; procedures &amp; comply with all published corporate standards.</p> <p>Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.</p> <p>Work in accordance with company service standards and adhere to business unit policies and procedures at all times.</p> <p>Share information and ideas, and actively encourage participation from others.</p> <p>As these needs arise, coordinate relevant processes and resources to ensure that</p>

Comply with the Group management system standard and associated policies in the workplace

requirements are met in a timely and efficient manner and outcomes are delivered.

- Work with due care and consideration to safeguard their own health and safety and the health and safety of others
- Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.

Report all incidents (including dangerous occurrences) and hazards.

Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.

Attend, when directed, any course of training or instruction related to health and safety issues.

Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	NA
Comments:	NA
Authority:	Within scope of role
Revenue:	NA

#### Knowledge and Person Specifications

Basic knowledge of Qantas Engineering procedures, and their regulatory compliance and structure.

AME qualification and experience as considered necessary by the company.

5 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company (provides exposure to multiple systems and an understanding of how they interact)

Demonstrated proficiency in Qantas Engineering software and systems, with an in depth knowledge of Document Management Systems and XML/Image editing software.

Strong MS Office skills and applications to support generation of reports and communications for department activities.

Solid time management skills with an ability to prioritise department tasks while working on multiple projects.

Solid verbal and written communication skills, with proven technical writing ability.

Ability to quickly take up new technologies and develop proficient skills with minimal assistance.

Understanding of Project Management skills and process requirements, covering department requirements and impact to operations.

Ability to work in a team environment but can also work independently when necessary;

Comments

Employee Signature

Managers Signature



## Position Description Purchasing / Contractor Liaison Officer

**Confirmed**

Position Title: Purchasing / Contractor Liaison Officer  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: TOOLING&EQUIPMENT SPT SVS 241 (8141)  
 Organisation Unit : TOOLING&EQUIPMENT SPT SVS 241 (8141)  
 Reference Number: RREL-9X58LP  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Carry out GSE-type purchasing associated requirements including parts interpretation and effectively coordinate contractors / vendors to achieve cost effective and timely maintenance to GSE vehicles, equipment, tooling and plant equipment for both company and external clients.

### Managers Position Title

Maintenance Supervisor, GSE

### Peers Position Title

This Position

### Peers Position Title

Purchasing / Contractor Liaison Officer

### Subordinates

Subordinates

### Subordinates

### Working Relationships

#### Position

1. Planning Officer
2. Leading Hands
3. Contractors
4. Internal and external customers
5. External suppliers and vendors
6. GSE Supervisor

#### Type and Nature of Relationship

1. Data systems related tasks
2. Contractor-related displacement / task priorities / GSE spare parts
3. Deployment for work related requirements
4. Liaise and communicate objectives and expectations
5. Ordering parts / stock control / work tasks
6. Reporting of any NCN's, any breaches of behavioural-related issues, injuries, safety and quality related investigations or concerns.

### Key Accountabilities :

#### Key Result Area

Safety of our people (25%)

#### Major Activities

Ensure that OH&S and HSE policies and procedures are followed at all times and contractors are appropriately trained within their field and scope of works. As far as practicable, provide a workplace that is safe and without risk to health, ensure set processes are followed and notify the Duty Supervisor of any reportable incidents and subsequently ensure any issues that remain unresolved are escalated to the relevant higher

		<p>authorities.</p> <ul style="list-style-type: none"> <li>- Ensure the safety of our people and equipment in line with 'no injuries to anyone at any time'.</li> <li>-To comply and conform to OH&amp;S / HSE systems.</li> </ul>
2	<p>Safety, airworthiness, compliance and quality (10%)</p> <p>Customer needs: quality and reliability (10%)</p>	<p>Comply and conform to relevant regulatory and quality requirements, company / client policies and standards in order to ensure safety and security of people and aircraft as a first priority, ensure SWMS's are established and current, including ATCW's.</p> <ul style="list-style-type: none"> <li>-To ensure equipment meet agreed quality and reliability standards in line with company and customer expectations.</li> </ul> <p>Ensure appropriate processes / systems are followed in order to provide a reliable product and service which meet company / client expectations in line with quality standards.</p> <p>Liaise with vendors and suppliers and pursue cost reductions and service efficiencies.</p> <p>Communicate with internal and external customers regarding maintenance and manufacturing activities.</p> <ul style="list-style-type: none"> <li>-To ensure overall conformance and customer satisfaction to promote growth and a sustainable future.</li> </ul>
3		
4	<p>Customer needs: turn time, asset and resource utilisation (10%)</p> <p>Competitive costs (35%)</p>	<p>Ensure appropriate systems are followed to provide on-time delivery of maintenance services in line with company / customer quality standards and expectations.</p> <ul style="list-style-type: none"> <li>- On-time performance in line with customer expectations and to enhance further business opportunities for future growth.</li> </ul> <p>Maintain effective and sustainable contractor / vendor relations in line with Qantas Group policies, competition law policies and understanding business ethics in the workplace. Within reason, ensure quotes are obtained for products and / or services at a demonstrable competitive net cost in line with the agreed financial targets (cost and revenue) and obtain necessary approvals.</p>
5		
6	<p>Motivated people (10%)</p> <p>Major challenges</p>	<p>Encourage safety, quality, innovation and teamwork for continuous improvement through contractor / supplier and vendor involvement and offer overall feedback to create an environment of cooperation and trust.</p> <ul style="list-style-type: none"> <li>- Stakeholder engagement</li> </ul> <p>Promote effective and sustainable contractor / supplier / vendor relations</p>
7		<p>Continually challenge the status quo and strive to do things better.</p> <p>Continually strive to maintain high performance standards by questioning procedures and methods with the intent to improve efficiency and reduce costs.</p> <p>Continue to be highly motivated with a strong customer focus.</p> <p>Ensure all data entered into relevant performance systems is audited for accuracy and consistency.</p> <p>Be responsive and flexible to changing customer needs.</p>
8	<p>Comply with Corporate and Divisional Service Standards.</p> <p>Comply with the Group management</p>	

system standard and associated policies in the workplace

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: Nil, however, liaise with approx 280 contractors / suppliers

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Multiple internal and external customers including Qantas Engineering , components, and approximately 15 external clients. Approximately 30 regular purchasing suppliers and 28 regular contractor vendors.

Purchase GSE associated parts within budgetary limits . Compare prices and strive to reduce costs.

Coordinate contractors / vendors to perform work activities. Comply with eTMS and Ausfleet scheduling.

Authority:

Coordinate work that is outsourced to preferred third party service providers. Track and monitor performance, progress and costs. Prepare OH&S / HSE supplier-related documents. Comply with the company HSE policies relevant to vendors, contractor and suppliers. Quoting associated requirements. As per in-house procedures,

Revenue:

**Knowledge and Person Specifications**

GSE experience

Diverse GSE Parts Interpreter

Trade qualification (desirable)

Understanding of relevant policies, legislation and compliance frameworks

Completed the relevant mandatory on-line training courses relating to dealing with supplier / vendor and contractors

Confined space accreditation

Lean Sigma (lean belt accredited)

Analytical skills

Understanding of Ausfleet and eTMS system including other PC databases and office program skills

Stakeholder management

Customer service skills

Resource allocation

Comments

<b>Employee Signature</b>  	<b>Managers Signature</b>  
<b>Date</b>  	<b>Date</b>  



## Position Description IT Facilitator

Confirmed

Position Title: IT Facilitator

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

Organisation Unit : SYDNEY AIRCRAFT MAINTENANCE001 (3402)

Reference Number: SSST-9DSU8Z

Award: Airline Officers Award

### Position Summary

Control IT software and hardware within Sydney Line Maintenance and also providing IT support for approximately 1700 users.

Managers Position Title		
Manager Planning and Support Services r		
Peers Position Title	This Position	Peers Position Title
Advisor, OHS	IT Facilitator	Operations Manager x2
Advisor, People Relations		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Fujitsu	
Telstra	
Operations Manager	
Duty Managers	Ongoing consultation, support and advice

### Key Accountabilities:

Key Result Area	Major Activities
1 Coordinate equipment developing strong working relationships with Qantas IT	Manage all contractors including sourcing contractors and resources for all of the IT equipment and maintenance requirements Coordinate IT management, ensuring on time completion. Resolve customer or staff issues using appropriate problem solving and level of authority. Ensure availability of current and working IT hardware stock
IT facilitation	Manage IT related projects and activities in conjunction with corporate IT. Manage IT related roll outs for PC upgrades, IT equipment exchange and IT maintenance

2

Comply with Corporate and Divisional Service Standards.

programs.

Support Staff with IT related issues outside of the IT Support function working towards resolving IT related problems in a timely manner through effective coordination through the appropriate parties.

Administer the procurement process of IT equipment

Ensure the latest software is properly deployed and installed

Ensure all IT breakages are fixed and/or replaced

3

Comply with the Group management system standard and associated policies in the workplace

Ensure that all tasks and responsibilities comply and conform with relevant regulatory and quality requirements and Company policies and standards. Ensure that all activities undertaken fall within organisational policies and procedures and comply with all published corporate standards.

Work in accordance with relevant Corporate Customer Service Standards in all interactions with staff and external contacts.

Work in accordance with Qantas company service standards and adhere to business unit policies and procedures at all times.

Maintain a professional rapport with colleagues.

Share information and ideas, and actively encourage participation from others.

As these needs arise, coordinate relevant processes and resources to ensure that requirements are met in a timely and efficient manner and outcomes are delivered.

4

Ensure adequate OHS resources are provided to implement and maintain the S.A.F.E. System and associated programs

Monitor and review OHS performance.

Investigate and review serious incidents and implement corrective actions.

Develop and implement suitable OHS strategic plans based on risk management principles.

Demonstrate commitment and leadership to OHS by participating in meetings, inspections, promotions and other appropriate activities.

Encourage and promote the involvement of all employees in achieving a safe and healthy workplace.

Ensure consultation with employees on all OHS matters.

Ensure that safe working practices and procedures are implemented and adhered to in accordance with Qantas policies.

Ensure that appropriate OHS training is identified and provided to all managers and employees.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NIL

Payroll (\$'s p.a.):

Operating Budget:

Comments: 1700 IT users and 2000 pieces of IT infrastructure

Authority:

Revenue:

**Knowledge and Person Specifications**

Knowledge of airline operations, systems and standards.

Analytical and problem solving skills

Self motivated with an ability to manage multiple tasks simultaneously

Highly developed interpersonal, negotiation, presentation and communication skills

Excellent thinking and conceptual skills

Strong investigative, analytical, planning and organisational skills

Ability to work effectively in a team environment and foster networking between various areas and departments

Highly developed level of self awareness / self management

Ability to effectively coach and supervise others and impart knowledge / information to all levels

Developed PC skills - Word, Excel, Access and Approach

Knowledge of Qantas IT systems .

**Comments**

Intent is to have TSS Level 3

<b>Employee Signature</b>	<b>Managers Signature</b>
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<b>Date</b>	<b>Date</b>
<hr/>	<hr/>



## Position Description Scheduler

Confirmed

Position Title: Scheduler

Segment: Qantas Airlines

Division: QANTAS ENGINEERING 485 (489)

Branch: INTEGRATED PLNG & MAINT CTRL (8773)

Organisation Unit : LINE MAINT DEMAND PLANNING 611 (5896)

Reference Number: SSST-9QL6FX

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Monitor and plan major line maintenance checks.

Monitor compliance and plan Airworthy Directives.

Monitor compliance and plan Engineering Instructions.

Monitor and plan inspections and repairs requiring side shop support and/or significant manpower and hangar facilities.

Liaise with CAR signatures to accomplish inspection and repairs required by Engineering Authorities.

Prepare concession request for CAR signatory approval.

Produce excel spreadsheet listing aircraft rectification/inspection tasks for IOC planner.

Liaise with IOC to position aircraft for major line maintenance checks, inspections, repairs.

Produce 3-Day Plan for distribution to line maintenance facilities

Managers Position Title		
MOC Planning Manager		
Peers Position Title	This Position	Peers Position Title
	Scheduler	
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Senior Maintenance Scheduler	Discuss planned work and current day workload
Maintenance Scheduler	Assist in selecting tasks no on the 3-Day plan
IOC planner	Assist with placing aircraft for maintenance
Jetconnect Fleet Manager	Assist with placing aircraft for maintenance
Engineering Manager Freighters Aust.	Assist with placing aircraft for maintenance
Maintenance Watch	Assist with placing aircraft for maintenance
Principal Planner Heavy Maintenance planning	Engineering Instruction concession request and planned compliance dates.

### Key Accountabilities:

Key Result Area	Major Activities
COMPLIANCE	Review Cameo produced Daily Status

1		<p>Check hours remaining for maintenance functions</p> <p>Action documents, engineering authorities</p> <p>Review Cameo produced due tasks</p> <p>Request extensions to Action documents, engineering authorities if unable to meet compliance</p>
	PLANNING	<p>Monitor compliance and plan Airworthy Directives.</p> <p>Monitor compliance and plan Engineering Instructions.</p> <p>Monitor and plan inspections and repairs requiring side shop support and/or significant manpower and hangar facilities.</p> <p>Liaise with CAR signatures to accomplish inspection and repairs required by Engineering Authorities.</p> <p>Prepare concession request for CAR signatory approval.</p> <p>Produce excel spreadsheet listing aircraft rectification/inspection tasks for IOC planner.</p> <p>Liaise with IOC to position aircraft for major line maintenance checks, inspections, repairs.</p> <p>Produce 3-Day Plan for distribution to line maintenance facilities.</p>
3	<p>Comply with Corporate and Divisional Service Standards.</p> <p>Comply with the Group management system standard and associated policies in the workplace</p>	
4		<p>Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies</p>

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Line maintenance functions. (A Checks)

Customer workloads.

Contractor work (disinsections)

Planned work listed on the 3-Day plan.

Revenue:

#### Knowledge and Person Specifications

Knowledge of the reporting procedures.

Experience with the Engineering environment

An applicable Aircraft trade certificate.

Microsoft Excel

Microsoft Office.

#### Comments

Part Of TSS job classification , intent is to have as Grade 3



## Position Description

### Documentation Officer, Resource Planning

**Confirmed**

Position Title: Documentation Officer, Resource Planning

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: LINE MAINTENANCE OPS 601 (659)

Organisation Unit : BUDGETS&RESCS LINE MNT OPS 610 (5074)

Reference Number: SSST-9DN7AL

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The primary role of Aircraft Documentation Officer is to address all aircraft documentation issues. The position is responsible for a wide and varied range of tasks such as managing and coordinating all documentation with correct/updated revision in Certificate & Documents folder across the fleet, maintaining all technical, cabin/ife log folders. Collecting and distribution of all aircraft work packages from MCC, SIO & SDO businesses. Preparing aircraft "A" check work packages for SAM Base Maintenance. Acting as the single point of contact for all aircraft issues such as ADHOC requirements for the printing of Service Bulletins, EI's, EIRS', EA's, preparation of engine changes, (planned and unplanned), etc. Taking all phone inquiries in regards to aircraft documents requirements. Preparing delay report for submission to MCC and reportable defects department.

Managers Position Title

Principal Production Planner

Peers Position Title

This Position

Peers Position Title

Documentation Officer, Resource Planning

Subordinates

Subordinates

Subordinates

#### Working Relationships

Position	Type and Nature of Relationship
MCC, Line Maintenance Operations, (SIO, SDO), Sydney Base Planners, Compliance Department.	Aircraft work packages collection/distribution, aircraft scheduling, aircraft work packages preparation, logistics requirements.
LAME'S, AME's, DMM's.	Additional job cards and signatures.
Sydney Central Store (Mal Mclean)	Ordering of all consumables and stationery.
Corporate Express (iprocurement)	
IT support	Office equipment breakdown reporting.

#### Key Accountabilities:

Key Result Area	Major Activities
Control documentation associated with	Uplift mandatory documents to aircrafts.

1	aircraft maintenance packages	Attend to aircraft & physically fit documents to Certificate and Documents Folder on board.
2	Update computer databases and produce reports	Preparation of Delay Report. Printing of Cognos report & Form 500's and printing of delay report summary. .
3	Collect/distribute all aircraft work packages in a timely manner	Checking transit work packages ensuring summaries and job cards are signed. Attend to all aircraft of ground (if possible) and check that all aircraft folders are in good condition. Maintain Aircraft paperwork integrity to ensure engineer's smooth acquittal of paperwork Document preparation of Planned and unplanned engine changes, CFR folders (for base & line stations)
4	Prepare aircraft "A" checks work packages	Compile, distribute to relevant trade folders, attach all respective logistics on all job cards prior to aircraft arrival to Sydney Base for maintenance work.
5	Perform clerical and administrative duties as required	Be pro active to ensure Production staff are not waiting for completion of support activity Maintain accurate filing systems as appropriate
6	Comply with Corporate and Divisional Service Standards.	
7	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority: Plan daily workload for smooth operation.

Revenue:

#### Knowledge and Person Specifications

##### KNOWLEDGE

Essential

Excellent data entry skills

Ability to work accurately and timely

Well developed communication skills

Desirable

Aircraft maintenance experience

Working knowledge of engineering computer systems

##### PERSON SPECIFICATIONS

Motivated and flexible

Effective organisational skills, attention to detail

Customer focused, team player

Good communicator, courteous friendly manner

Excellent knowledge of Microsoft Products

##### Comments

TSS Level 1 , please refer to Elas Po



# Position Description

## Technical Assistant, Policy & Procedures

Confirmed

Position Title: Technical Assistant, Policy & Procedures  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: AIRCRAFT AIRWORTHINESS 488 (2855)  
 Organisation Unit : QUALITY & SAFETY (9421)  
 Reference Number: AARA-95B7M9  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

To provide administrative duties for the AA AA Quality and Safety / Policy & Procedures departments and create and amend all Qantas Engineering Forms and assist Technical Officers in drafting amendments to Controlled Manuals.

Managers Position Title		
Manager Policy and Procedures		
Peers Position Title	This Position	Peers Position Title
Principal Technical Officer	Technical Assistant, Policy & Procedures	Technical Officer
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Quality Managers (AA and AMS) Compliance Manager / Approval Manager of Policy & Procedures Change requestor (Anywhere in QE) Corporate Inventory (incl. Printers) Stationery Handlers (Corp Express)	Review and acceptance of changes to procedures. Regulation compliance and approval of changes to procedures. Workflow review and progress updates. Clarification of change requests and engagement to resolve issues during review cycle. Liaise on the printing of hardcopy forms. Ordering of office items.

### Key Accountabilities:

Key Result Area	Major Activities
Creation and amendment of QE Forms using MS Office & Adobe PDF Pro, controlled by workflow management.	Consistent and compliant creation and amendment of QE forms using MS Office & Adobe PDF Pro in line with controlled process. Printing and deployment of QE Forms. Complete assigned work per workflow management standards. Action changes as requested by Customer

	Assist in drafting changes to controlled documentation.	feedback.
2		Assist with progress Controlled Manuals amendments utilising word processing skills. Submission of amended documentation files to Technical Officers for action. Keep abreast of constant QE wide department changes to ensure the correct stakeholders are consulted during process amendments.
3	Ordering stationery and processing Invoices for the Quality and Safety department via iProcurement	Responsible for managing all Stationary stock and requirments and ensure department stationery supplies are available. Responsible for processing all invoices for the Quality and Safety department and ensuring that all QE accounts are paid in a timely manner. Investigate all discrepancies.
4	Visual Workplace management	Responsible for ensuring all OH&S, KPI notice boards are compliant and updated.
5	Workplace Inspection and Safety Interactions reminders for AAQS in Notes Database Task Manager	Responsible for managing Workplace Inspection roster. Ensure OHS inspectors get email reminders of tasks
6	Administration duties for department	Provide assistance with adhoc tasks to support department functions.
7	Comply with Corporate and Divisional Service Standards.	Meets company, departmental and state government guidelines for safety in the workplace
8	Comply with the Group management system standard and associated policies in the workplace	Work with due care and consideration to safeguard their own health and safety and the health and safety of others Comply and Co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary. Attend, when directed, any course of training or instruction related to health and safety issues. Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.  Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

#### Position Dimensions (Including scope and authority)

People Reporting to this Position:	NA
Payroll (\$'s p.a.):	NA
Operating Budget:	NA
Comments:	NA
Authority:	NA
Revenue:	NA

**Knowledge and Person Specifications**

Demonstrated attention to detail and accuracy.

Sound customer service philosophy.

Sound oral and written communication skills with the ability to communicate to all levels of staff and senior management.

Ability to work independently and as part of a team.

Self-motivation and initiative.

Excellent time management skills with the ability to prioritise and work effectively to tight deadlines.

Proficiency in PC office applications, ie Microsoft office and Outlook.

Comments

Employee Signature	_____	Managers Signature	_____
Date	_____	Date	_____



## Position Description Senior Technical Officer , Airworthiness Compliance

**Confirmed**

Position Title: Senior Technical Officer, Airworthiness Compliance  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: ENGINEERING SERVICES 488 (2855)  
 Organisation Unit : ACFTAIRWTHNRVW 867 (9447)  
 Reference Number: RREL-9W95FB  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

Release, plan, schedule, monitor and coordinate implementation of modification and inspection programs , ensuring compliance is maintained and operational impact is avoided or minimised . Achieved through effective communication with all parties involved and monitoring of program status and system-generated reporting.

Managers Position Title		
Principal Technical Officer, Airworthiness Compliance		
Peers Position Title	This Position	Peers Position Title
Senior Technical Officer, Airworthiness Compliance		
Subordinates	Subordinates	Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Fleet Engineering Management Group Specialist engineering groups Line Maintenance, Base Maintenance and Engine Planning Workshops Technical Records Task Writing Group / Data Delivery Group	WorkshopsAD and safety management for both EIs and EOs Management of both EIs and EOs (status, revisions and scheduling) Scheduling and planning MODs into next available opportunity (LM, BM, Engines and APUs) Inclusion and requests to incorporate MODs For record tasks, e.g. S/N removal / amendment, work packages, task card review Amendment to tasks, review requests

### Key Accountabilities :

Key Result Area	Major Activities
Liaise with planning and the specialist engineering departments to plan the release of EIs for company and client aircraft, engines and components in both Cameo and MXi. Ensure that EIs and EOs are released in a useable form and coordinate implementation of these	Modifications and inspection programs are initiated with correct embodiment requirements identified and appropriate actions underway. Maintain aircraft compliance and avoid operational impact.

	programs ensuring compliance is maintained and operational impact is avoided or minimised. (Importance - High, 20% of role)	
2	Plan, schedule and monitor mandatory and non-mandatory EIs and EOs in both CAMEO and MXi in order to meet scheduling and compliance requirements. (Importance - High, 20% of role)	Modifications and inspection programs are completed as per schedule. Maintain aircraft compliance and avoid operational impact.
3	Ensure compliance with mandatory EIs and EOs in CAMEO and MXi and provide regular feedback to management regarding the process and status of mandatory modification and/or inspection programs, including forecast difficulties in achieving required compliance. (Importance - High, 20% of role)	Issues are identified and escalated for resolution. Maintain aircraft compliance and avoid operational impact.
4	Perform a liaison role between QE departments, Line Maintenance and Base Maintenance to resolve compliance issues with EIs and EOs. (Importance - High, 20% of role)	EI and EO requirements are understood by all parties. Maintain aircraft compliance and avoid operational impact.
5	Monitor the EI and EO release and incorporation process using the appropriate reports (e.g. ENG112, ENG114, ENG170 and ENG145) and ERes for CAMEO and MXi (Importance - High, 20% of role)	Accurate KPI monitoring is in place. Maintain aircraft compliance and avoid operational impact.
6	Major Challenges	Ensure EIs are created, revised and released in a useable form and in a timely manner. Maintain integrity of the Qantas SoM by ensuring there are no compliance requirement violations, with special emphasis on mandatory and / or copies modifications / inspections / configuration changes. Ensure conformance to procedures. Exhibit leadership in motivating and supporting Technical Officers in group. Maintaining supply / logistic support.
7	Comply with Corporate and Divisional Service Standards.	
8	Comply with the Group management system standard and associated policies in the workplace	Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority )**

People Reporting to this Position: 0

Payroll (\$'s p.a.):

Operating Budget:

Comments:

Authority:

Decisions Expected:  
Scheduling, planning and monitoring of EIs and EOs  
Follow-up action  
Maintain A/C compliance  
Ensure terminating action is carried out when required

Revenue:

**Knowledge and Person Specifications**

A relevant apprenticeship or equivalent skills and knowledge

Detailed understanding of CAMEO and MXi systems

Understanding of the scheduling of A/C and engine maintenance tasks within the QF environment

Attention to detail

Experience in a production, engineering, planning environment

Experience in A/C maintenance and/or systems

Ability to work unsupervised and to strict timeframes

Ability to train others and lead by example

Comments

<b>Employee Signature</b>	_____	<b>Managers Signature</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____



## Position Description

### Senior Technical Officer, Design & Projects

**Confirmed**

Position Title: Senior Technical Officer, Design & Projects

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : A/C COMMERCIAL PROJECTS 493 (5963)

Reference Number: DDFL-9DZ3BV

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

This position is responsible for cost effective and on time delivery of compliant engineering designs for aircraft modification projects.



#### Working Relationships

Position	Type and Nature of Relationship
Project Managers	Direct reporting line. Gain high-level direction from Manager and obtain approvals.
Mechanical and Avionic Engineers	Peer relationship
Other QE Departments	Provide guidance & checking of work
Engineers Cabin Systems, Avionics and Mechanical Systems	Ensuring company requirements are understood and met
Qantas Maintenance staff	Consultation
Qantas Supply Chain staff	
Qantas Quality staff	
Customers/Suppliers	
Customer Experience staff	
Vendor and Supplier staff	

#### Key Accountabilities:

Key Result Area	Major Activities
Provide cost effective engineering design support, for aircraft modification projects to ensure design meets product and compliance requirements	Review Customer Product Specification. Liaising with project vendors providing input into the design process Participate in design reviews in accordance with

1		<p>project responsibilities and schedule.</p> <p>Provide on site engineering support and certification activities at embodiment facility.</p> <p>Develop CAR 214 training package for embodiment facility staff.</p>
2	<p>Evaluate and coordinate airworthiness issues associated with the modification, ensuring compliance with certification and regulatory airworthiness requirements</p> <p>Evaluate Service Bulletin's (SB's) / Airworthiness Directives's (AD's) as applicable to ensure all requirements are incorporated into the design</p>	<p>Review all engineering approved data produced for the project to ensure compliance to appropriate regulations and design standards.</p> <p>Raise any issues identified with Principal Engineer</p>
3		<p>Review SB's and AD's for relevance to project, if required with appropriate certification attained. No AQD findings of non conformance.</p> <p>Ensure no new SL overdues occur, and all SL backlog are cleared notwithstanding impacts outside your control.</p>
4	<p>Develop and/or review Controlled Reports, Qantas Service Bulletin's (QSB's) Engineering Authorities (EA) / Engineering Orders (EO) / drawings to ensure all embodiment instructions reflect design</p>	<p>Develop ADP project data package for completeness prior to relevant CASR approval. Ensure embodiment instructions reflect design. Develop and/ or review EA's/QSB's/EO's and Controlled Reports to ensure no major omissions identified.</p> <p>Ensure no orphan / redundant EO's in preparation or printed for approval.</p> <p>All approved EA's downloaded no later than the 7th working day of the following month.</p> <p>Adherence to Design Approval Procedures Manual (DAPM) and AAOP procedures.</p>
5	<p>Review amendments to aircraft documentation to ensure compliance with Instructions for Continuing Airworthiness (ICA)</p>	<p>Review vendor ICA documentation to ensure it is complete and compliant with relevant regulations. Develop handover package to deliver to Engineering Services.</p>
6	<p>Liaise with Supply Chain to ensure procurement of modification materials and services to support project schedule</p>	<p>Provide technical advice to QE Supply Chain commodity manager on mechanical system/components.</p> <p>Generate Purchase Order (PO) schedule</p>
7	<p>Work within a project engineering team to ensure all project engineering objectives are met</p>	<p>Liaise with other team members and senior engineering staff to meet project needs and objectives</p> <p>Able to work independently in numerous aspects (significant majority) of departmental work/functions, guides others around them.</p> <p>Coordinates a team (internal or external to QF), providing support to junior members in order to deliver business objectives</p>
8	<p>Continuous Improvement</p>	<p>Routinely produces high quality work that hardly ever requires rework</p> <p>Ensure we continually strive towards top quartile industry performance, by designing and implementing step and continuous change initiatives</p> <p>Participate in one internal or external audit per annum.</p> <p>Assist in the development and maintenance of templates for Statement of requirements (SOR's), Statement of Work (SOW's), and Justification templates.</p> <p>Participate in lessons learned activities.</p> <p>Participate in ADP activities</p> <p>Provide recommendations for project quality improvements.</p>
9	<p>Comply with Corporate and Divisional Service Standards.</p>	<p>Act in accordance with Qantas Service standards.</p>

Comply with the Group management system standard and associated policies in the workplace

Work with due care and consideration to safeguard their own health and safety and the health and safety of others

Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.

Report all incidents (including dangerous occurrences) and hazards.

Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.

Attend, when directed, any course of training or instruction related to health and safety issues.

Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.

Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

10

#### Position Dimensions (Including scope and authority)

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget: NA

Comments:

Responsible for on time delivery of engineering requirements for projects. Able to locate, has a thorough understanding and works to policy and procedures relevant for their speciality. Utilises this knowledge to support junior members within the department and routinely identifies realistic and relevant measures to improve processes and procedures.

Authority:

Responsible for technical design decisions associated with Aircraft Design & Projects activities under the supervision of senior engineering staff where appropriate.

Revenue:

NA

#### Knowledge and Person Specifications

10 years relevant trade/technical experience or a level of experience assessed as equivalent by the company

Supervisory training where required.

PC applications - MS Word / Excel / Web based applications.

Knowledge of CASA regulations and requirements

Prioritise tasks and manage multiple, conflicting deadlines.

Good interpersonal and relationship management skills.

Ability to work unsupervised and make decisions.

Self starter with attention to detail coupled with speed of work.

Team focused and problem solver.

Strong customer and service delivery focus.

High degree of personal integrity and business ethics.

Comments

Employee Signature

Managers Signature



## Position Description

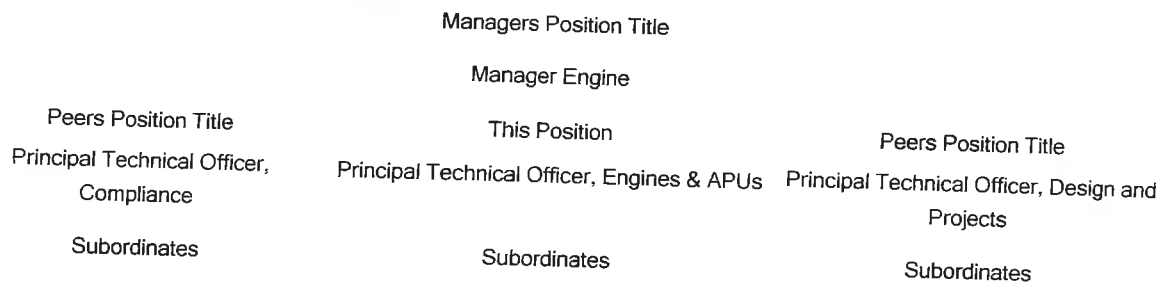
### Principal Technical Officer, Engines & APUs

Confirmed

Position Title: Principal Technical Officer, Engines & APUs  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: AIRCRAFT AIRWORTHINESS 488 (2855)  
 Organisation Unit : EFM ADMIN 421 (666)  
 Reference Number: ~~AARA-95R8UT~~  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

This job provides technical leadership and expert knowledge of engine maintenance to ensure the maintenance program achieves reliability outcomes at lowest possible cost of ownership.



#### Working Relationships

Position	Type and Nature of Relationship
Engine Manager Engineers Technical Officers MROs OEMs	Direct reporting line. Gain high-level direction from Manager and obtain approvals. Peer relationship Provide leadership & checking of work Ensuring company requirements are understood and met Consultation

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Engine Maintenance Program (EMP)  Engine / APU workscope	Develop and maintain the Engine Maintenance Plan (EMP) to achieve regulatory approval of EMP.  Prepare an Engine / APU workscope using the workscope planning guide and maintenance data. Issue approved workscope to Maintenance Repair Organisation (MRO), whilst communicating/Coordinating the engine Maintenance requirements. Optimise the returns to the group through effective management of
2		

	Engine / APU arisings plans	engine/APU material & resources.
3		Develop and maintain Engine / APU arisings plans to achieve a safe, reliable and cost effective maintenance plan. Maintain the plan ensuring spare engine availability to meet Fleet operational demands. Manage the incorporation of these plan into the quarterly maintenance budgets. Within the plan implement strategies to minimise operational and commercial risk associated with the Qantas group.
4	Configuration Control	Timely and compliant incorporation of configuration requirements into MIS to maintain configuration control of engine/APU fleets.
5	Peer review of Airworthiness Directives (ADs)	Timely and compliant incorporation of AD requirements into MIS to ensure no Airline Directive (AD) breaches.
6	Project Lead	Act as a Project Lead to achieve project deliverables. With general guidance as to policy and direction, carry responsibility for major projects and/or programs. Actively seek customer/ stakeholder input to ensure the project meets their requirements.
7	Disposition of unserviceable engine/APU hardware	Disposition of unserviceable engine/APU hardware to salvage material for repair to avoid spend on new material to achieve financial savings and reduce GSV.
8	Engineering Authorisation of Service Literature	Engineering Authorisation of Service Literature to achieve engineering approval. Monitor and manage Service Literature to minimise backlogs and ensure no over due occurrences.
9	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	Act in accordance with Qantas Service standards.  Work with due care and consideration to safeguard their own health and safety and the health and safety of others Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary. Attend, when directed, any course of training or instruction related to health and safety issues. Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.
10		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position:	N/A
Payroll (\$'s p.a.):	N/A
Operating Budget:	N/A

Comments:

The Principal Technical Officer provides leadership and oversight of other Technical Officers in the team. One of the roles of the Principal Technical Officer is to review and disposition unserviceable engine hardware (scrap v salvage). This requires a high level of technical knowledge and good engineering judgement.

Authority:

May be required to deputise for Engine Product Manager.

Revenue:

Cost savings through assessment of unserviceable engine hardware (salvage opportunities) - in the order of \$0.5M per annum.  
Cost savings from effective workscope (sound judgement required) - repair v overhaul.

#### Knowledge and Person Specifications

Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

Expert knowledge of maintenance.

Typically requires 20 years experience directly involved in engineering and maintenance.

Sound engineering judgement

Able to develop and maintain good working relationships internally and externally

Sound communication skills

Able to Multi-task effectively

Highly motivated, self-starter with initiative, able to deliver objectives with minimal manager intervention.

Able to think and act independently

#### Comments

TSS EBA classification review

<b>Employee Signature</b>	<b>Managers Signature</b>
<hr/>	<hr/>
<b>Date</b>	<b>Date</b>
<hr/>	<hr/>



## Position Description

Principal Technical Officer, Compliance (A330 or B747/B767 or A380 or B737 Fleets)

Confirmed

Position Title: Principal Technical Officer, Compliance (A330 or B747/B767 or A380 or B737 Fleets)

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : A330 FLEET MANAGEMENT 433 (3058)

Reference Number: AARA-96CVAJ

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

### Position Summary

The position provides oversight of the end to end process of all Modification campaigns for a specific Fleet from receipt of Service Literature through to completion on aircraft (and / or components) for and on behalf of the Fleet Manager, providing escalations when necessary.

This position is also responsible for prioritising, intervening and assisting when required in all phases of implementation of all Modification programs in resolving issues for example logistics and tooling. And ensuring all Modification programs are progressed in line with the compliance/scheduling requirements specified in line with the Fleet Management expectations.

This includes: Monitor and report on Critical Mod Programs for the fleet (including AD related Inspection and Modifications), assist as required in mitigating risks associated with the timely completion of such Programs (ie. ensuring compliance with AD's when applicable), and where necessary escalate to the Manager Fleet Engineering and/or Head of Engineering Services when progress is unsatisfactory or compliance at risk.

Managers Position Title

Manager Engineering

Peers Position Title

This Position

Peers Position Title

Principal Technical Officer, Compliance  
(A330 or B747/B767 or A380 or B737  
Fleets)

Subordinates

Subordinates

Subordinates

### Working Relationships

Position	Type and Nature of Relationship
Fleet Engineers,	Assist with preparation & implementation of Mod Programs as required
Fleet Managers and Head of Engineering Services	Oversight and accountability of Mod Programs and escalations.
Supply Chain	Logistics issues related to Mod Programs & Component Pooling Contract related matters
MOC Planning, Line & Heavy Maintenance Planning	Planning / scheduling of Mods
OEM	Technical & Logistics issues related to Mod Programs
Manager Engineering Maintenance Contracts	Technical & logistics issues related to impacted by Component Pooling Contracts;
Quality and Risk	Provide escalations and oversight of Mod Programs
CASA	

Oversight and accountability of Mod Programs.  
Oversight and accountability of Mod Programs.

Key Accountabilities:

	Key Result Area	Major Activities
1	Providing oversight of Modification Programs and ensuring compliance deadlines are met.	<ul style="list-style-type: none"> <li>- Monitor &amp; report on Modification Program status including Airworthiness Directive (AD), critical Modifications and compliance driven programs.</li> <li>- Identify, intervene or escalate risks to compliance of the Modification Program as applicable (to the Fleet Manager, Head of Engineering Services, Quality and Risk, Supply Chain or relevant stakeholder), in particular critical Programs which are not progressing satisfactorily.</li> <li>- Advise or assist, and liaise with applicable stakeholders to make sure all parties are aware of the issue and facilitate resolution to ensure Fleet Airworthiness Directive &amp; Modification Compliance and Modification Program timelines are maintained.</li> <li>- Deal with logistics Issues including Procurement and preloading of required materials to satisfy planned program embodiment;</li> <li>- Consider Aircraft check time limitations - may require deferment of scheduled modifications due to lack of ground time;</li> <li>- Consider flight schedule impacts - Access to aircraft for embodiment of modifications;</li> <li>- Consider Finance Need to minimise costs, or budgetary constraints which could impact on Program start up;</li> <li>- Short time regulatory requirements - the requirement to carry out an inspection or Modification program within a very short timeframe; (including safety and reliability issues);</li> <li>- Warranty- Negotiation and execution of Warranty claims / agreements with various Suppliers including OEM's &amp; MRO's.</li> <li>- Attend and actively participate in the weekly AD Management meetings;</li> </ul>
2	Providing oversight of Service Literature and ensuring compliance deadlines are met.	<ul style="list-style-type: none"> <li>- Monitor inbound Service Literature and ensure it is correctly assigned to the relevant Engineering Discipline</li> <li>- Monitor &amp; report on Service Literature assessments through to timely completions</li> <li>- Ensure Modification Programs are initiated /revised in a timely manner.</li> <li>- Where deficiencies have been identified consult with the relevant Engineering Discipline to ensure appropriate action is taken.</li> </ul>
3	Reporting	<ul style="list-style-type: none"> <li>- Prepare Data packs for Fleet Modification Committee meetings, Finance, Modification Pending approval &amp; forecast costs utilising a high level knowledge and understanding of the specific Mod program requirements including tooling and logistics.</li> <li>- Provide data on the progress of modification &amp; Inspection Programs. (ie. AD Management, AASC and QASC meetings)</li> </ul>
	Governance - Monthly Fleet Mods Committee	<ul style="list-style-type: none"> <li>- Take leadership to drive accountability from the relevant stakeholders through the Monthly Fleet Mods Committee meetings.</li> <li>- Activities include compilation and distribution</li> </ul>

4		<ul style="list-style-type: none"> <li>of meeting data, drafting meeting agenda and recording of minutes;</li> <li>- determine attendees &amp; maintain attendance records;</li> <li>- Co-chair and facilitate meeting proceedings;</li> <li>- Record, distribute and follow up as required on any actions raised in the course of the meeting.</li> <li>- Ensure follow up responses and closure of outstanding actions in a timely manner with all stakeholders and escalate where necessary.</li> <li>- Identify exposures or risks in the AD Management oversight process and make recommendations to the Fleet Managers and AD Management chair/ Head of Engineering to adopt risk mitigation strategies or solutions in respect to AD Management.</li> </ul>
5	Stakeholder Management	<ul style="list-style-type: none"> <li>- Engage and continual liaison with key stakeholders ( MOC, Line / Heavy Maintenance, Compliance Control, Component Maintenance, Supply Chain, OEM's and other major suppliers) to provide oversight &amp; facilitate timely completion of critical Modification programs.</li> <li>- Work with Specialist Engineers within each fleet team as required to review the status of modification programs.</li> <li>- Assist with preparation &amp; implementation of Modification Programs as required.</li> </ul>
6	Airworthiness Directive Peer Review	<ul style="list-style-type: none"> <li>- If applicable, may be required to carry out AD Peer reviews (subject to training / experience) to ensure accurate interpretation of AD requirements.</li> </ul>
7	Participate in investigations of near-misses	<ul style="list-style-type: none"> <li>- Responsible for leading or participating in the investigation of a near-miss of an AD related requirement to ensure appropriate actions and responses are carried out prior to the compliance threshold falling due.</li> <li>- Tasks include to confirm it is a near-miss, initiate appropriate responses by having inspections carried out and follow up by reviewing and identifying other possible risks across the fleet. For example could be due to a systems related problem and making recommendations for changes as necessary to avoid a repeat occurrence of the same risk/exposure.</li> </ul>
8	Comply with Corporate and Divisional Service Standards Comply with the Group management system standard and associated policies in the workplace	<ul style="list-style-type: none"> <li>- Act in accordance with Qantas Service standards.</li> <li>- Work with due care and consideration to safeguard their own health and safety and the health and safety of others</li> <li>- Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.</li> <li>Report all incidents (including dangerous occurrences) and hazards.</li> <li>Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.</li> <li>Attend, when directed, any course of training or instruction related to health and safety issues.</li> <li>Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.</li> </ul>
9		<p>Comply with all responsibilities, authorities and accountabilities as required by the Group</p>

management system standard and associated policies

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: NA

Payroll (\$'s p.a.): NA

Operating Budget: NA

Comments: This position is primarily responsible for ensuring zero AD breaches which can result in the grounding of an aircraft or fleet.

This position has the authority to determine whether to escalate on Inspection / Mod Program status, Service Literature review oversight and escalation

Authority: Provide recommendations to Fleet Manager and or the Head of Engineering Services where required / requested in relation to Mod Programs.

Revenue: NA

**Knowledge and Person Specifications**

Sound understanding of Qantas Engineering procedures, and their regulatory compliance and structure. Associate Diploma of Technology or CASA LAME Type Licence or Equivalent Specialist Knowledge and experience as considered necessary by the company.

10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company.

Ability to provide exposure to multiple systems and an understanding of how they interact.

Demonstrated proficiency in Qantas Engineering software and systems, with a knowledge of Maintenix, EDAT, eRES, SUPPLY & GDP computer systems;

Strong MS Office skills and applications to support generation of reports and communications for department activities;

Effective time management skills with an ability to prioritise department tasks while working on multiple projects.

Good Communication skills at all levels;

Highly motivated, self driven and can work without supervision;

Ability to work in a team environment but can also work independently when necessary;

Good Problem Solving Skills;

Proven Leadership skills, confident to lead and implement solutions to all levels of the group or business, either alone or heading up a project team.

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____



## Position Description

### Principal Technical Officer, Design & Projects

**Confirmed**

Position Title: Principal Technical Officer, Design & Projects

Segment: Qantas Airlines Domestic

Division: QANTAS ENGINEERING 485 (489)

Branch: AIRCRAFT AIRWORTHINESS 488 (2855)

Organisation Unit : A/C COMMERCIAL PROJECTS 493 (5963)

Reference Number: DDFL-9DZ33W

Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

This position is responsible for leading or working within a project engineering team to ensure all project engineering objectives are met providing a cost effective and on time delivery of compliant engineering designs for aircraft modification projects. This position is also responsible for providing a leadership and supervisory role in meeting Aircraft Design & Projects operational / business objectives.

Lead / Chair technical review meetings, industry forums and embodiment support activities

Conduct Independent Peer Review activities of Airworthiness Directives as outlined in the Aircraft Airworthiness Operating Procedures (AAOP), chapter 02-30-009.

Liaise with industry manufacturers and National Airworthiness Authorities (NAA) on matters relating to their area of speciality, which may affect airworthiness requirements.

#### Managers Position Title

Principal Engineer, Aircraft Design & Projects  
Engineering Manager / Project Manager,  
Aircraft Design & Projects

Peers Position Title	This Position	Peers Position Title
Principal Technical Officer, Fleet Engineering	Principal Technical Officer, Design & Projects	Senior Technical Officer, CFM Engines
Subordinates	Subordinates	Subordinates
Technical Officers	Technical Officers	Technical Officers

#### Working Relationships

Position	Type and Nature of Relationship
Project Managers	
Mechanical and Avionic Engineers	
Other QE Departments	
Engineers Cabin Systems, Avionics & Mechanical Systems	Direct reporting line. Gain high-level direction from Manager and obtain approvals.
Qantas Maintenance staff	Peer relationship
Qantas Supply Chain staff	Provide leadership & checking of work
Qantas Quality staff	

Customers/Suppliers  
Customer Experience staff  
Vendor and Supplier staff  
Regulators  
Civil Aviation Safety Authority  
Other NAA's

Ensuring company requirements are understood and met  
Consultation

#### Key Accountabilities:

	Key Result Area	Major Activities
1	Lead or work within a project engineering team to ensure all project engineering objectives providing a cost effective and on time delivery of compliant engineering designs for aircraft modification projects	Responsible for coordinating the on time delivery of technical requirements associated with projects. Review of Customer Product Specification to ensure no significant Statement of Requirements (SOR) / Statement of Work (SOW) omissions / misinterpretations. Liaising with project vendors providing mechanical parts/designs to ensure no impact to schedule. Participate in design reviews of mechanical aspects of design in accordance with project schedule. Provide on site engineering support and certification activities at embodiment facility to ensure certification activities are in line with implementation schedule requirements. Develop CAR 214 training package for mechanical aspects for embodiment facility staff and ensure the training package is delivered to meet MRO/CASA requirements.
2	Evaluate and coordinate airworthiness issues associated with the modification, ensuring compliance with certification and regulatory airworthiness requirements	Review all engineering approved data produced for the project to ensure compliance to appropriate regulations and design standards Raise any issues identified with Principal Engineer Ensure all appropriate regulations and standards are adhered to within the project and any complications or omissions are escalated to Principal Engineer.
3	Evaluate Service Bulletins (SB's) / Airworthiness Directives (AD's) as applicable to ensure all requirements are incorporated into the design	Review SB's and AD's for relevance to project, if required with appropriate certification attained to ensure no AQD findings of non conformance. Ensure no new SL overdues occur, and all SL backlog is cleared notwithstanding impacts outside your control.
4	Develop and/or review Controlled Reports, Qantas Service Bulletins (QSB's) Engineering Authorities (EA's)/ Engineering Orders (EO's) / drawings to ensure all embodiment instructions reflect design	Develop ADP project data package for completeness prior to relevant CASR approval. Embodiment instructions reflect design. Review of QSB's, EA's, /EO's and Controlled Reports to ensure no major omissions identified. Ensure no orphan / redundant /EO's in preparation or printed for approval All approved EA's downloaded no later than the 7th working day of the following month. Adherence to Design Approval Procedures Manual (DAPM) and AAOP procedures.
5	Develop and or review amendments to aircraft documentation to ensure compliance with Instructions for Continuing Airworthiness (ICA)	Review vendor ICA documentation to ensure it is complete and compliant with relevant regulations. Develop handover package to deliver to Engineering Services. All ICA delivered prior to entry into service of aircraft. Timely acceptance by Engineering Services of handover package.
	Liaise with Supply Chain to ensure	Provide technical advice to Supply Chain

6	procurement of modification materials and services to support project schedule	commodity manager on cabin system/components. Generate Purchase Order (PO) schedule and ensure all engineering data in POs accurate.
7	Work within a project engineering team to ensure all project engineering objectives are met	Liaise with other team members and senior engineering staff to meet project needs and objectives Ensure engineering objectives are prioritised and met, being duly communicated and recorded.
	Continuous Improvement	Delivers high quality work and implements solutions to minimise rework. Ensure we continually strive towards top quartile industry performance, by designing and implementing step and continuous change initiatives Participate in one internal or external audit per annum. Assist in the development and maintenance of templates for SOR's, SOW's, and Justification templates. Participate in lessons learned activities. Support QE Environmental targets and participate in ADP activities Make and implement recommendations for project quality improvements. Enforces policy and procedures and executes/governs initiatives to continuously improve processes and procedures
8		
	People and Leadership	Responsible for formulating teams and governing direction of project teams in order to deliver business objectives (for example identifies project boundaries/scope, participants, timeframes etc) Supervise Technical Officers/ Senior Technical Officers and other team members where required and provide leadership, training, mentoring and guidance.
9		
10	Comply with Corporate and Divisional Service Standards. Comply with the Group management system standard and associated policies in the workplace	- Act in accordance with Qantas Service standards.  Work with due care and consideration to safeguard their own health and safety and the health and safety of others Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E. Report all incidents (including dangerous occurrences) and hazards. Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary. Attend, when directed, any course of training or instruction related to health and safety issues. Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.
11		Comply with all responsibilities, authorities and accountabilities as required by the Group management system standard and associated policies

Position Dimensions (Including scope and authority)

People Reporting to this Position: 0-7 FTEs

Payroll (\$'s p.a.):	Up to \$1m
Operating Budget:	NA
Comments:	NA
Authority:	Responsible for technical design decisions associated with Aircraft Design & Projects activities.
Revenue:	NA

#### Knowledge and Person Specifications

10 years relevant trade/technical experience or a level of experience assessed as equivalent by the company.

Supervisory training where required.

PC applications - MS Word / Excel / Web based applications.

Presentation skills training.

Additional specialist training where required.

Leadership training where required.

Experience with Supplier management.

PC applications - Project.

Knowledge of CASA and NAA regulations and requirements

Meet requirements outlined within AAOP 02-30-009 for carrying out Independent Peer Review.

Person Specifications:

Leadership skills

Prioritise tasks and manage multiple, conflicting deadlines.

Good interpersonal and relationship management skills.

Ability to work unsupervised and make decisions.

Self starter with attention to detail coupled with speed of work.

Team focused and problem solver.

Strong customer and service delivery focus.

High degree of personal integrity and business ethics

Maturity & integrity to recognise when operating outside of specialist area of knowledge / competency

Comments

<b>Employee Signature</b>  	<b>Managers Signature</b>  
<b>Date</b>  	<b>Date</b>  



## Position Description

### Senior Technical Officer, Engines & APUs

Confirmed

Position Title: Senior Technical Officer, Engines & APUs  
 Segment: Qantas Airlines Domestic  
 Division: QANTAS ENGINEERING 485 (489)  
 Branch: AIRCRAFT AIRWORTHINESS 488 (2855)  
 Organisation Unit : EFM ADMIN 421 (666)  
 Reference Number: AARA-96VW4V  
 Award: Technical Salaried Staff (Qantas Airways Limited) Award 1986

#### Position Summary

The purpose of this position is to ensure Airworthiness Compliance of the CFM engine fleet by providing technical support for monitoring of On-Wing engine reliability, preparation of shop visit Workscopes/Data packs, contractor liaison, configuration control, raising of documentation, carry out Defect investigations and prepare SDR's, Failed Engine Reports, Workshop support, review of shop visit and strip reports, including engine test results database to identify opportunities to improve operational performance and cost of ownership. Maintenance of Engine and component data bases, to measure product reliability. Development of Life limited parts data base for each engine and preparation of restrictions for engine on wing life limits. Raising reports such as monthly CFM Fleet Cancellation & Delays.

#### Managers Position Title

Manager GE and CFM Engines

#### Peers Position Title

This Position

#### Peers Position Title

Senior Technical Officer, Engines & APUs

Senior Technical Officer, Rolls Royce Engines

#### Subordinates

Subordinates

#### Subordinates

#### Working Relationships

##### Position

##### Type and Nature of Relationship

Individual in the QF CFM Engines group.  
 LHT  
 QF Aero Eng Support Shop.  
 QF Line /heavy Maintenance.  
 GE/CFMI  
 Boeing  
 QF Receipt Compliance  
 CASA  
 ATSB  
 QF A/C group / Avionics/ Airframe  
 QF Components  
 QF Supply Chain

Day to day shop maintenance support activities  
 Engine shop visits , general technical issues and resolutions, Shop visit status.  
 Engine shop visits , general technical problems and resolutions, Shop visit status.  
 General engine technical issues and Engine Findings, (e.g Borescope , MCD results)  
 On wing engine findings/issues  
 CDR's general engine enquiries.  
 Issues with Engine A/C hardware.  
 Engine acceptance issues.  
 Engine Airworthiness issues/ SDR's etc.  
 Engine failure issues/ hardware investigations.  
 General engine hardware issues.

QF Maintenance Watch  
QF NDT

General engine component technical issues.  
General engine component supply issues.  
Engine on wing issues.  
MCD findings and material analysis.

**Key Accountabilities:**

	Key Result Area	Major Activities
1	Ensure Airworthiness compliance of the CFM engine fleet	Ensure Airworthiness compliance of the CFM engine fleet by providing technical support for the monitoring of on-wing engine reliability.
2	Carry out defect investigation and prepare Service Difficulty reports	Carry out defect investigations and prepare Service Difficulty reports to ensure defect is identified and corrective action is taken to eliminate or reduce similar failures.
3	Prepare Workscopes for engine shop visits	Preparation of shop visit Workscopes/Data packs to ensure engines are overhauled in a manner to ensure lowest cost of ownership, maximum reliability, and compliant.
4	Review shop visit, strip reports and test data	Review shop visit, strip reports and test data to identify potential operation and performance issues and modify workscopes where appropriate based on shop visit findings to reduce on-wing issues, and in-flight shutdowns and a reduction in unscheduled engine removals.
5	Configuration control, review AD's, SB's initiate and recommend mod programs.	Configuration control, review AD's, SB's and initiate and recommend mod programs to improve reliability and safety.
6	Monthly production and review of Delays & Cancellation data associated with the CFM engine fleet	Monthly production and review of Delays & Cancellation data associated with the CFM engine fleet to ensure engine availability and understanding of reliability drivers
7	Raising of documentation	Raise documentation such as Engineering Authorities and Engineering Instructions to ensure changes in work requirements are properly documented and traceable.
8	Provide workshop support	Provide workshop support to ensure there is no stoppage of work during overhaul.
9	Comply with Corporate and Divisional Service Standards.	Act in accordance with Qantas Service standards to ensure corporate compliance.
10	Comply with the Group management system standard and associated policies in the workplace	<p>Work with due care and consideration to safeguard their own health and safety and the health and safety of others</p> <p>Comply and co-operate with all safe working practices and procedures developed in accordance with S.A.F.E.</p> <p>Report all incidents (including dangerous occurrences) and hazards.</p> <p>Observe all instructions issued to protect their health and safety or the health and safety of others, including seeking appropriate first aid or medical treatment as and when necessary.</p> <p>Attend, when directed, any course of training or instruction related to health and safety issues.</p> <p>Use appropriately any safety equipment that is issued for personal protection, and to ensure that it is maintained in proper order.</p> <p>Comply with all responsibilities, authorities and accountabilities as required by the Group</p>

**Position Dimensions (Including scope and authority)**

People Reporting to this Position: Nil

Payroll (\$'s p.a.): Nil

Operating Budget: Nil

Comments: Nil

Authority:

Revenue:

**Knowledge and Person Specifications**

- A minimum Associate Diploma or equivalent tertiary level certificate in Aircraft or Engineering related technology or LAME type licence or Company approved training which adds skills relevant to the current position/career path.
- However, specialist knowledge gained through on-the-job training and accumulated work experience which allows the employee to satisfactorily perform the functions of the classification may be considered by the company to be equivalent to formal qualifications.
- Applicable specialists training is required in one or more of the relevant disciplines or fields, eg. Airframe, engine, electrical, avionics, instruments, radio, aircraft systems, aircraft performance, ground support equipment.
- 10 years relevant trade or technical experience, or a level of experience assessed as equivalent by the company. Apprentice or other similar training periods may be included in this determination.
- Sound knowledge of Aero engine operation and hardware and experience with shop level maintenance on relevant engine types.
- Computer Skills and working knowledge of programs such as Microsoft Words, Excel, PowerPoint, and company systems such as Cameo and MXI.
- Report writing skills
- Problem solving skills.
- Good communication and people skills.
- Ability to work with minimum supervision.
- Good time management skills.
- Team Player - active involvement with immediate colleagues and most frequent contacts.

Comments

Employee Signature	Managers Signature
_____	_____
Date	Date
_____	_____