



## Job Description

<b>Position</b>	Powerplant Consultant
<b>Team</b>	Fleet Management Team
<b>Responsible SVP</b>	SVP, Materials & Services
<b>Responsible VP/AVP</b>	AVP Fleet Management
<b>Responsible Line Manager</b>	Customer Fleet Director
<b>Location</b>	Europe

### Summary of role

A principally technical role within the Fleet Management Team. This role will involve independently and competently managing multiple customer and internal projects that will include the following engine related activities: -

- Shop Visit Management
- Table/Physical Piece Part Inspection
- Engine Health Monitoring (EHM) / Engine Condition Monitoring (ECM) analysis
- Invoice Review
- MRO Contract Negotiation and Selection
- Engine Transition Management
- Technical Records Due Diligence
- Engine Physical Inspection/External Parts Inventory
- Borescope Inspection Overview and Analysis
- MPA/Test Cell Run Overview and Analysis
- Lease Contract Review, Interpretation and Negotiation

- Powerplant Consultants are expected to further increase their understanding of technical and commercial engineering and financial principles relating to gas turbine engines as well as the wider aviation industry in general.
- There will be an expectation that Powerplant Consultants will also develop a strong consulting and advisory approach, with the aim to broaden the capabilities of themselves and the wider team regarding all aspects of the engine life cycle.
- In this role there will be an expectation of developing a skillset that allows full knowledge and familiarity with the requirements of higher-level consultancy projects, including engine value assessment, new engine selection evaluation and engine purchase negotiations support/sale/remarketing advice.

# ROLE PROFILE

Key Competencies	Responsibilities
<p><b>Technical Knowledge</b></p> <ul style="list-style-type: none"> <li>• A good understanding of engineering principles and disciplines regarding gas turbine engines and being motivated to develop this further.</li> <li>• A good understanding of gas turbine engine theory, turbomachinery, performance, operation and maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>• Capable of independently undertaking and competently completing customer and internal technical projects such as shop visit management and engine transition events.</li> <li>• Broaden capabilities relating to all stages of the engine life cycle such as MRO selection and review of short/long term lease contracts.</li> <li>• Being conversant in using all required software (including MS Outlook, MS Word and MS Excel) in order to execute well-defined tasks to a high standard.</li> </ul>
<p><b>Industry Awareness</b></p> <ul style="list-style-type: none"> <li>• A good understanding of the different engine OEMs, their engine types and aircraft types upon which they are installed, major airlines and main MROs.</li> <li>• Be aware and up to date with current news and affairs within the aviation industry and promote awareness within the team.</li> </ul>	<p>Keep abreast of industry news and developments actively sharing relevant articles with the wider team.</p>
<p><b>Financial Awareness</b></p> <ul style="list-style-type: none"> <li>• A good understanding of the financial aspects of engine operation and management in the aviation industry and the impact of technical considerations upon engine values, maintenance expenditure and operating costs.</li> <li>• A solid understanding of the financial aspects of the Fleet Management group and wider Willis business including familiarity with the Operating Plan and review of program/project profitability.</li> <li>• A firm knowledge and understanding of specific engine management related costs including typical shop visit cost expectations, lease rates and major piece part costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply knowledge of financial aspects of engine management when undertaking customer projects to ensure cost optimisation.</li> <li>• Competent use and understanding of the Willis time management system and the role it plays in revenue forecasting, resource planning and project management.</li> <li>• Meet and exceed customer requirements against defined budgets and schedules, whilst ensuring quality standards and procedures are adhered to.</li> </ul>
Key Competencies	Responsibilities
<p><b>Commercial Awareness</b> A good understanding of the commercial aspects of engine operation and management in the aviation industry, for</p>	<ul style="list-style-type: none"> <li>• Competently manage and provide sound recommendations and advice to customers in relation to all commercial issues related to gas turbine engine management.</li> </ul>

# ROLE PROFILE

<p>example lease and maintenance contracts and maintenance reserves.</p>	<ul style="list-style-type: none"> <li>• Ensure all customer contracts are commercially reasonable and acceptable to customers' requirements highlighting areas of concern and suggesting appropriate solutions.</li> </ul>
<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Able to focus on multiple projects whilst effectively managing priorities and maintaining a high standard of work in line with Willis procedures.</li> <li>• Able to efficiently organise project schedules whilst dealing with distractions.</li> </ul>	<ul style="list-style-type: none"> <li>• Conversant with the Willis procedures and templates ensuring all activities are undertaken in accordance with them. Identification and roll out of procedural improvements resulting from project management experience.</li> <li>• Ensure that all documentation and relevant communication is stored structurally and in an organised manner on the Willis server.</li> <li>• Self-critical in reviewing personal performance on a regular basis in order to improve and develop whilst also identifying personal training and development opportunities.</li> <li>• Management of time and workload capacity across all allocated projects and actively seeking additional projects when there is available capacity.</li> </ul>
<p><b>Interpersonal/Communication Skills</b></p> <ul style="list-style-type: none"> <li>• Able to communicate clearly and concisely using the most effective methods both written and verbally and to both internal and external customers.</li> <li>• Able to communicate and describe all types of engine technical issues to a variety of audiences from both technical and non-technical backgrounds using appropriate technical language.</li> </ul>	<ul style="list-style-type: none"> <li>• Share information, knowledge, opinion and ideas clearly and concisely both verbally and in writing.</li> <li>• Select the most effective and relevant communication language and medium depending on situation and audience (electronically and/or in person).</li> <li>• Present information and ideas clearly and concisely on a one to one basis or within a group where necessary.</li> <li>• Be an ambassador of Willis Asset Management and the wider Willis group upholding and further enhancing the company reputation when communicating both internally and externally.</li> <li>• Provide relevant and timely communication to the team and management, and raise any issues in a confident manner.</li> </ul>
<p><b>Key Competencies</b></p>	<p><b>Responsibilities</b></p>
<p><b>Leadership/Ownership</b></p> <ul style="list-style-type: none"> <li>• Demonstrates ownership and accountability for all work undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Accountable for producing an accurate output on project deliverables with limited input (guidance rather than direction) from Senior</li> </ul>

# ROLE PROFILE

<ul style="list-style-type: none"> <li>• Able to motivate and engage with team members and the wider department to help achieve team goals and stretch objectives to drive the business forward.</li> </ul>	<p>colleagues.</p> <ul style="list-style-type: none"> <li>• Act as deputy from time to time for the Senior Powerplant Consultant when they are out of the office.</li> <li>• Lead a variety of engine management projects which may involve gaining support and cooperation from colleagues.</li> </ul>
<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Demonstrates drive, enthusiasm and commitment to achieving team/departmental and business objectives.</li> <li>• Capable of contributing to a broad range of engineering activities, and to leverage this experience to help train and guide team members as well as providing feedback on the quality of their output.</li> </ul>	<ul style="list-style-type: none"> <li>• Disseminate and promote vision and goals, setting clear objectives for self and team.</li> <li>• Actively acknowledge the commitment and achievement of others.</li> <li>• Promote an environment where team members demonstrate trust, respect and honesty.</li> <li>• Encourage others to share knowledge with team members to develop team spirit and achieve effectiveness.</li> <li>• Identify and utilise the different strengths of team members and ensure weaknesses are addressed.</li> <li>• Seek opportunities to share knowledge with the team.</li> <li>• Work collaboratively across the organisation to realise opportunities that benefit company and customer.</li> <li>• Build sound relationships and respect with colleagues, managers and customers.</li> </ul>
<p><b>Persuading &amp; Influencing</b></p> <ul style="list-style-type: none"> <li>• Able to clearly and articulately explain ones viewpoint, opinion and ideas on projects undertaken and aviation industry issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide input where necessary on all consultancy projects undertaken; and being prepared to solicit support from team members or the wider business to affect influence.</li> <li>• Substantiate methods used when problem solving on particular issues.</li> <li>• Objectively question and offer alternative solutions for the team, department and wider business.</li> </ul>
<p><b>Key Competencies</b></p>	<p><b>Responsibilities</b></p>
<p><b>Problem Solving/Analysis/Decision Making</b></p>	

# ROLE PROFILE

<ul style="list-style-type: none"> <li>• Able to clearly define a task and what exactly is required to accomplish it.</li> <li>• Able to review routine technical and commercial issues and make appropriate recommendations.</li> <li>• Able to suggest a number of solutions to technical problems with well-defined analysis and reasoning. Provide appropriate recommendations and advice to customers based on this sound analysis.</li> </ul>	<ul style="list-style-type: none"> <li>• To set priorities where applicable.</li> <li>• Development of appropriate strategies to address task in hand.</li> <li>• Develop suitable action plans listing all steps necessary to achieve targets as required.</li> <li>• Monitor, measure and evaluate performance against key targets and indicators.</li> <li>• Determine optimum solutions and feasibility in existing circumstances.</li> <li>• Confidently make decisions on the best course of action for routine technical projects and tasks.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Initiative &amp; Creativity</b></li> <li>• Demonstrates innovative thought processes leading to the creation of multiple ideas, suggestions or solutions to technical engine problems.</li> <li>• Able to apply “out of the box” thinking in approach to technical issues and project deliverables.</li> <li>• Able to guide an undefined project to successful completion with little or no oversight utilising own initiative, knowledge, experience and common sense.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide substantiation for methodology applied during technical problem solving.</li> <li>• Objectively and constructively question and offer alternative solutions to colleagues and customers at all levels.</li> <li>• Identify and implement improvements on existing engineering processes.</li> <li>• Actively seek opportunities that improve working methods and efficiency, especially those technical activities, which are relative to this role.</li> </ul>
<p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>• Able to develop and maintain strong customer focus and build high quality relationships with customers, both internal and external.</li> <li>• Demonstrate good understanding of customer priorities and expectations ensuring all deliverables meet the customer requirements in terms of quality and timescales.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a high standard of service to internal and external customers, ensuring that expectations, objectives, deliverables and budget are satisfied.</li> <li>• Maintain a strong customer focus, aiming to build a relationship with the key players and being able to reinforce that relationship by providing the required level of service.</li> <li>•</li> </ul>
<p><b>Key Competencies</b></p>	<p><b>Responsibilities</b></p>

# ROLE PROFILE

<b>Customer Focus continued</b>	<ul style="list-style-type: none"><li>• Maintain customer service standards and satisfaction targets even when faced with multiple and conflicting priorities.</li><li>• Document and report customer issues to – senior colleagues ensuring that corrective action is taken in line with the company customer complaint procedure.</li><li>• Proactively manage customer expectations on specific activities openly and honestly, with the view of constantly improving customer service, ensuring customer expectations are met on each activity.</li></ul>
<b>Flexibility</b> <ul style="list-style-type: none"><li>• Adopts a positive attitude to change and appreciates the benefits from embracing improved working methods.</li><li>• Adopts a positive attitude to changing customer requirements, and able to accommodate these requirements within operational constraints.</li><li>• Willingness to work unsociable hours from time to time and willing to travel overseas at short notice and sometimes for extended periods.</li></ul>	<ul style="list-style-type: none"><li>• Recognition of business demands and requirements in time and travel commitments maintaining a flexible attitude to working out of hours in order to complete work within required timescales.</li></ul>

This role profile will be subject to change from time to time and will be reviewed in line with the staff appraisal procedure.