Job Description

Job Title	Documentation Team Leader	**Department**	Engineering,
Reports to	Head of Engineering		

Job purpose

- To manage and lead the day-to-day performance of the documentation team
- To provide management oversight, measures and controls required to ensure the effectiveness of the documentation team.
- To ensure the team completes the day-to-day documentation tasks. These include, but are not limited to 'Off/On' logs, Manuals, Blue Books, PDDS, Customer investigations, BTB/NIS investigations and Swap approvals.
- To set the objectives of the department, including KPI's and ensure that these are continually measured and reported and to react to any issues.
- To facilitate process improvements as requirement to continually improve the documentation process.

Duties and responsibilities

- To lead and manage the documentation team. This includes performance development reviews, day to day management, clocking controls, resource and skills planning

- To develop and manage a set of performance KPIs, including monthly upward reporting

- To participate in, and lead team meetings, providing constructive feedback to the team on company and department performance

- To provide an escalation path for documentation issues both internally and externally

- To lead and develop a continuous improvement culture within the department and its processes

- To provide documentation point of contract to the customer base, interacting with stock sales and customer support

- To investigate and provide responses to customer instigated documentation queries

- To create and ensure customer specific mini and maxi documentation packs as required by the company procedures and customer requirements

- To create and ensure the extended Back-To-Birth documentation packs are created correctly for the required customers

- To review production issues, with respect to 'swap' approval. This includes review of cycles, BTB and NIS statement review

- To provide technical leadership to ensure that the shop floor CMMs are update, as required, working with the overhaul and technical engineers. This will include update to the master documentation tracker.

- To provide support in wider documentation tasks (On Logs, Off Logs and other investigations) as required.

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- All duties shall be undertaken in compliance with Safety and Environmental Regulations and Company Procedures.

Working conditions

The role is office based, however day-to-day support of the LTLGS production process will require time within the production environment so the employee may be exposed to toxic and corrosive chemicals / heavy lifting equipment etc.

Physical requirements

The role has no specific physical requirements.

Direct reports

- This role leads the documentation team of (2) Documentation Engineers, (5) Documentation Administrators

Education and qualifications

- Ideally, the candidate should hold a degree in engineering or a business function, or experience coupled with secondary education (BTECH / HNC / A levels etc.)

- Must have proven IT skills, in a data rich environment. A form of formal qualification is preferred

Experience and Knowledge

- Ideally the candidate shall have extensive (5+years) Aircraft experience ideally within MRO environment, working with Aircraft Manuals and Approved Data and technically supporting the production environment

- Experience of working with production control packages (MRP / ERP / SAP etc.)

- Comprehensive knowledge of the aircraft publications arena, ideally with EASA 145 / CAMO / Part M airworthiness compliance experience.

- Ability to understand technical and contractual requirements and disseminate these requirements to the team

- Very good IT skills, with the ability to develop new methods and practices to get the most out of the data / systems. Proficient in the use of Microsoft Packages (Advance excel / Visual Basic a benefit)

- An ability to look for continuous improvements, developing implementation plans and setting actions on the wider team

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Personal Qualities

- Role requires interaction with both office and production staff so candidate must be open to meeting new people and comfortable to communicate with both the Production and Management layers.

- Work must be of an accurate and detailed nature

- Good written and oral communication skills, with an ability to communicate effectively to all levels of an organisation.

- Able to work to tight deadlines with good personal time management skills and have a flexible approach to work.

- Proven ability to lead and mentor a team, developing skills and providing clear objectives to get the most out of a technical team

Other Requirements

- Rights to work within the UK without any restrictions
- No Agencies