

TITLE	POSITION DESCRIPTION
Related Process	Recruitment and Selection

POSITION	Lead Technical Author
REPORTING TO	Maintenance Support Manager
SECTION / DEPARTMENT	Maintenance
DIRECT REPORTS	5
FUNCTIONAL REPORTS	None
DATE OF LAST REVISION	January 2019

Business Overview and Values

Naval Ship Management (Australia) Pty Ltd (NSM) is a leading provider of asset management solutions to the Australian maritime sector. Utilising a team of highly skilled professionals strategically located across Australia in conjunction with a robust, agile and scalable international supply chain, NSM provides cost-effective, responsive and customer-focused solutions that optimise the availability and capability of our customers' critical assets.

Established in 2012, services provided by NSM include: Engineering Support Services; Maintenance Support Services; Ship Repair, Refit and Refurbishment; Supply Chain Management and Procurement and Logistics.

Position Overview

The Lead Technical Author has a key role in developing and managing work instructions in support of work packages including planned maintenance, corrective maintenance, urgent defects and certified items for LHD ACPC. The Lead Technical Author ensures that all maintenance work instructions comply with the requirements of the N4 Library.

This role is responsible for the creation and management of the work instructions, with a team of five, that drives the tasking of maintenance activities across the LHD's and LLC's. Typically, the maintenance periods across the assets run from a couple of weeks to more than a month, the tasks within a period can range from 60 to 1000 with a mix of preventative and corrective maintenance. All tasks have a work instruction together with documentation to record the measurement, inspection and completion status, these are all key documents within the assets management. The Lead Technical Author is responsible for the creation and maintenance of these documents referencing OEM documentation, Naval standards, engineering principles, maintenance system (AMPs) guidelines and standard activities.

Principal Duties and Responsibilities

The following aspects of this position are indicative only and in no way limit NSM in allocating additional responsibilities to the employee, within the scope of the employee's level of competency, experience, knowledge and qualification.

Lead Technical Author

- Responsible for a team of five Technical Authors
- Develop and implement a Work Instruction (WI) framework to support a variety of maintenance support needs such as Standard Activity (SA), TM200, Condition Assessment Report's (CAR's) or Hull Survey Reports (HSR's) to construct a WI in accordance with N4 Library as identified on the Main Work List (MWL)
- Develop and maintain strong working relationships with internal and external stakeholders
- Coach and mentor the team to ensure a high standard of work is always maintained
- Identify opportunities for continual improvement and implement initiatives with SA documents and WI process/procedures
- Responsible for the creation of WI utilising AMPS and template databases IAW approved Work Instruction Development processes and policies

- Identify key Scope steps from relevant system drawings, manuals and associated documentation for inclusion into WI data packs and attachments
- Identify job task material requirements to conduct planned and corrective maintenance for inclusion in the Task Material List (TML)
- Understand and adhere to the N4 Library Technical Regulatory Framework
- Audit AMPS on a regular basis to ensure that tasks are closed out as per contractual and operational needs
- Conduct tasking as directed by the Maintenance Support Manager

HSE Leadership

- Contribute to a “Safety First” culture through demonstrating “felt leadership” and participation in HSE initiatives;
- Never walk past any unsafe act or condition;
- Never take any actions that could reasonably be seen to adversely affect your personal health and safety or that of any other employee, contractor, visitor, and customer or community member; and
- Take all reasonable steps to ensure the health and safety of yourself and others subject to any limitations and/or obligations defined within the integrated management system.

Leading Teams

- Provide leadership and direction to all team members (direct & indirect), so that all employees are: engaged with the business; understand and adopt NSM’s values, strategy and plans; and are motivated to achieve their objectives and improve the business;
- Establish clear communication within the team by creating and maintaining a culture of openness, communication that is responsive, and honest, with and from all members of the team, providing innovation and organisational agility;
- Coach and mentor all direct reports on all aspects of their role;
- Address poor performance and inappropriate behaviour in a timely manner, taking disciplinary action where required within guidelines of policies and procedures;
- Maintain a focus on the development of our people, identify resourcing gaps, and actively participate in the recruitment process as required to meet business needs;
- Ensure that all Technical Author personnel have a career development plan, clear and documented objectives aligned to the strategic objectives of the company, which are formally assessed on a 6-monthly basis; and
- Ensure succession plans are in place for all key roles within the Technical Author team.

Continuous Improvement

- Work collaboratively with all stakeholders to implement change initiatives and innovative business solutions that deliver productivity and efficiency benefits to NSM and its customers;
- Develop and implement policies and procedures as required;
- Evaluation and enhancement of policies, process, procedures and systems; and
- Coordination of the internal and external audit activities as required.

General

- Ensure individual and team compliance with all NSM policies, procedures, guidelines in a way that not only meets company requirements, but also addresses commercial obligations, risk management, and protection of intellectual property. These policies etc. include, but are not limited to:
 - Code of Conduct
 - HR / People & Culture (incl. Anti-Discrimination, Harassment and Workplace Bullying)
 - HSE (incl. Fitness for Work)
 - IT (incl. access and use of systems and software)
- Ensure that decision making is made in accordance with the Delegations of Authority Limits policy; and
- Other duties as needed or required.

Qualifications / Knowledge / Experience / Attributes

- Strong analytical and problem-solving skills
- Ability to work as an effective team member
- Strong ethics and integrity

Essential

- Minimum three years in a supervisory role
- Well-developed communication and interpersonal skills
- Intermediate to advanced skills in the Microsoft Office suite of products, in particular Excel and Project
- Demonstrated experience in maintaining delivery to high technical and quality standards.
- AMPS level 35 or equivalent

Desirable

- Naval Mechanical/Electrical engineering experience, preferred within the LHD Class.
- Systems Engineering & Configuration Management.
- Diploma in Engineering or relevant Trade Certificate
- Certificate in Frontline Management
- Minimum 4 years' experience in Technical Writing skills within Defence or similar industry.

Essential Compliance Requirements

- Must either hold, or be eligible to obtain an Australian Defence Security Clearance
- Construction Induction Card (White Card)

Verification

I confirm that I have read, understand and accept the contents detailed above and confirm my commitment to the purpose, mission and values of Naval Ship Management.

	NAME	SIGNATURE	DATE
EMPLOYEE:			
MANAGER:			
LAST UPDATED BY:			