

## POSITION DESCRIPTION

<b>TITLE:</b>	SOUTH ISLAND MAINTENANCE MANAGER
<b>BUSINESS UNIT:</b>	Technology
<b>LOCATION:</b>	Christchurch
<b>VACANCY NO:</b>	18.002
<b>REPORTS TO:</b>	Manager Aviation Systems
<b>BUSINESS GROUP:</b>	System Operator
<b>DIRECT REPORTS:</b>	3-4
<b>INDIRECT REPORTS:</b>	Up to 16
<b>DATE:</b>	January 2018

## OVERVIEW

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, Each Other, Excellence and Success in all that we do.

Our organisation has two operating business groups:

- ▶ System Operator is responsible for implementation and operation of air traffic management, and supporting engineering and maintenance.
- ▶ Airways International provides products and services to air navigation service providers and other organisations internationally.

Our operational business groups are supported by Governance and Corporate Services functions including:

- ▶ Safety & Assurance.
- ▶ Finance and Information Technology.
- ▶ Human resources.
- ▶ Public Affairs & Corporate Communications.
- ▶ Legal Services.
- ▶ Strategy.

## BUSINESS UNIT PURPOSE

The Technology Group is responsible for the effective delivery, management and services of all technology disciplines within the air navigation services environment - engineering design, software design and development, technology architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance program development, project management, and logistics support.

## PURPOSE OF THE POSITION

The purpose of the position is to lead the South Island Maintenance Unit in providing and maintaining systems, as used by regional airfield ANSs, airport customers and southern region customers, to meet SLA's and promulgated standards.

The position is also accountable for the formulation and implementation of South Island maintenance strategy, policy and initiatives to ensure Airways is a global show case for aviation technology and maintenance.

## GENERAL

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

KEY AREAS OF ACCOUNTABILITY	
LEADERSHIP	<ul style="list-style-type: none"> <li>• Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.</li> <li>• Be a role model for our shared values</li> <li>• Provide leadership to develop and build an engaged and high performing team</li> <li>• Manage performance of individuals and business area ensuring objectives and operational requirements are achieved</li> <li>• Foster and ensure a customer-focussed technology delivery environment.</li> </ul>
PLANNING	<ul style="list-style-type: none"> <li>• Manage people and resources to ensure all work is appropriately scheduled and completed in accordance with the maintenance program.</li> <li>• Manage unscheduled work for completion in the shortest time period.</li> <li>• Contribute to the annual business planning process</li> <li>• Lead the unit to achieve high efficiency and utilisation of resources. Provide leadership that drives cost effectiveness through appropriate work allocation, maximum work output, and minimum waste.</li> <li>• Monitor all project activity to ensure adherence to the project plan.</li> <li>• Manage people and resources to ensure an appropriate balance between routine maintenance and project activity.</li> <li>• Manage projects as required.</li> <li>• Cooperate with external or interdepartmental services as may be necessary.</li> <li>• Undertake assignments to improve national standards and processes.</li> <li>• Manage unit work quality to meet the appropriate standards and certification of/by staff.</li> <li>• Optimise the unit maintenance program, recommending changes to the Manager Aviation Systems.</li> <li>• Remain aware of and comply with the maintenance obligations contained within Supplier Agreements relevant to the unit.</li> <li>• Manage work performance and standards to meet approved specifications and configurations of equipment and ensure there are safe and tidy work environments.</li> <li>• Strive to improve standards by continuously improving maintenance practices and service delivery at unit and national levels.</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement and manage processes to recognise and reduce system deficiencies.</li> <li>• Assign and lead specialised teams to address facility malfunctions.</li> <li>• Ensure that the Technical Maintenance System data entry is correct and timely.</li> </ul>
FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> <li>• Manage unit budgets by monitoring actual costs against budgets and evaluating alternative means of service delivery.</li> <li>• Deliver leadership that motivates cost saving and efficiency.</li> <li>• Identify and maintain familiarity with cost of external resources relevant to the units' activities.</li> <li>• Manage unit budgets within approved limits.</li> <li>• Manage quotes and tender documents as and when required.</li> <li>• Ensure T64 is managed effectively across and within the unit.</li> </ul>
CUSTOMER FOCUS	<ul style="list-style-type: none"> <li>• Consult with customers to ensure facilities and services meet current and future needs.</li> <li>• Prioritise and allocate resources according to needs.</li> <li>• Manage customer service levels by meeting or exceeding SLAs and understanding customers business and technology requirements.</li> <li>• Deliver high performing systems by understanding the technologies and proactively eliminating deficiencies.</li> <li>• Actively contribute to equipment reliability assessments to improve system availability.</li> <li>• Implement and participate in quality improvement projects and reviews.</li> </ul>
GOVERNANCE	<ul style="list-style-type: none"> <li>• Maintain familiarity with relevant technology and compliance with relevant legislation and regulations.</li> <li>• Account for Unit compliance to meet the provisions of the Management Manuals and CAA Regulations.</li> <li>• Assist and advise Manager Aviation Systems on matters relating to the safe operation of the technical systems.</li> <li>• Maintain familiarity with the technology relevant to unit responsibilities.</li> <li>• Monitor deficiency trends and initiate modifications to equipment or maintenance specifications, or to the equipment replacement plans as appropriate.</li> <li>• Create and implement agreed strategic initiatives for the unit that align with Airways strategies.</li> </ul>
RISK MANAGEMENT	<ul style="list-style-type: none"> <li>• Accountable for CNS/ATM technology risks and effectively mitigating these risks.</li> <li>• Accountable for effective H&amp;S risk management.</li> <li>• Lead a culture that effectively manages risk and promote safe work values and behaviours in subordinates.</li> </ul>
ASSET MANAGEMENT	<ul style="list-style-type: none"> <li>• Immersion in the Airways environment to maintain a thorough understanding of Airways needs.</li> <li>• Organise and manage (in partnership with Engineering) the digital asset life cycle from creation to distribution, production and archiving.</li> <li>• Demonstrate understanding of legal issues around asset use and provide solutions that serve business and legal requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>Assist with the collection of historic data and reporting/user acceptance testing (UAT) to identify and prioritise requirements and workflow.</li> <li>Maintain records of all assists by maintaining asset metadata incorporating industry standards and Airways unique requirements.</li> <li>Understand tools available internally and externally to devise solutions that are flexible for Airways' use while making Airways process more efficient.</li> <li>Develop a thorough understanding of user needs and how these differ to suggest solutions that work for individual audiences.</li> </ul>
ADMINISTRATION	<ul style="list-style-type: none"> <li>Maintain effective relationships with customers and suppliers, complying with agreements, and managing those agreements where necessary.</li> <li>Provide reports as and when required.</li> <li>Manage records in accordance with regulatory and company requirements.</li> <li>Maintain locally based spare parts in accordance with company requirements.</li> <li>Perform such other duties as may be required from time to time.</li> </ul>
HEALTH & SAFETY	<ul style="list-style-type: none"> <li>Responsible for proactively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors.</li> <li>Accountable for providing a safe work environment and implementing Airways health &amp; safety systems for all staff and contractors.</li> <li>Accountable for creating a culture that promotes health &amp; safety.</li> <li>Responsible for ensuring staff and contractors understand their health &amp; safety obligations, including obligations to keep Airways secure.</li> <li>Responsible for driving continuous improvement in all aspects of health &amp; safety and ensuring any current or new work practices are assessed for potential safety impact.</li> </ul>
TRAVEL REQUIREMENT	<ul style="list-style-type: none"> <li>Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
BUDGET	<ul style="list-style-type: none"> <li>Responsible for managing an annual budget of \$ 5m (combined CAPEX, REV and OPEX)</li> </ul>
FINANCIAL DELEGATION	<ul style="list-style-type: none"> <li>Delegated financial authority for approved Capital Expenditure of \$ 1m (varies depending on projects).</li> <li>Delegated financial authority for Operational Expenditure of \$100k for single transactions with an annual budget of circa \$5m.</li> </ul>
CONTRACTUAL DELEGATION	<ul style="list-style-type: none"> <li>Signing Authority to a limit of \$100k or as per Project DFAs.</li> </ul>
LEGISLATIVE OWNER	<ul style="list-style-type: none"> <li>NIL</li> </ul>

KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
Business Unit Managers	Key stakeholders and customers
Project Management Office	Work collaboratively with to deliver key projects
Team Leaders, Technicians & Electricians	Direct report, manage and lead
EXTERNAL	NATURE OF RELATIONSHIP
Suppliers	Liaise in regard to contract terms
Airports and Airlines within region	Deliver services to
South Island Airport Managers	Deliver services to

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Extensive and broad experience in Communications, Navigations, Surveillance and Air Traffic Management (CNS/ATM) technologies.	✓	
Bachelor's Degree in Business Management (or equivalent experience demonstrated through previous positions held).	✓	
Qualification in RF, electro-technologies, mechatronic or similar engineering disciplines.	✓	
Prior success in managing the development and delivery of maintenance/technology based services.	✓	

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Proven ability to lead and motivate individuals and teams in a maintenance/technology field.	✓	
Excellent budgeting, analytical and work planning skills.	✓	
Self-motivated, able to work with minimal supervision and to tight deadlines.	✓	
Exceptional interpersonal skills and excellent verbal and written communication skills; the ability to interact professionally with a diverse group including senior managers, vendors, professionals, etc. and present credibly.	✓	

<b>Leadership</b> - Motivates and empowers others to achieve individual and organisational goals.	✓	
<b>Our Values</b> - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, Each Other, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
<b>Coaches</b> - Understands and identifies development needs; provides regular feedback on behaviour and style as well as technical skills; jointly creates action plans which utilises a range of development options; coordinates development initiatives to consolidate learning giving real opportunities through delegation.	✓	
<b>Commercial Acumen</b> - Drives the commercial success of Airways by creating value, managing costs and/or defining sustainable profit-driven prices; proactively researches trends, competitors, customer requirements, opportunities; ensures internal customers are aware of costs; champions Airways as a thriving, successful and profitable business.	✓	
<b>Is Visible</b> - Gets out of the office and is visible in the workplace and at crucial meetings; takes the time to know staff as individuals; walks the talk – what they say is what they do; is friendly and approachable – makes time for staff; takes problems and ideas seriously, is prepared to modify position and keeps people informed.	✓	
<b>Enthuses &amp; Inspires</b> - Is enthusiastic about what they do; has drive and energy and is prepared to do more; gets boots dirty and rolls up sleeves; sets the scene by painting the whole picture, gives goals and is genuinely interested in how things are going by keeping people posted on performance; is calm in the face of negativity and doesn't back off.	✓	
<b>Leads Change</b> - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
<b>Customer &amp; Partnership Focused</b> - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect rather than seeking to be liked; measures performance against customer-based targets; delivers on promises to customers and personally commits to resolving customer issues; inspires a customer-centric approach across Airways.	✓	
<b>Owens Decisions</b> - Consults with people, accesses information and analyses facts; considers impacts on stakeholders triangle; has confidence in, and owns the decisions; is consistent in their decision making.	✓	

# WE VALUE

## SAFETY



TAKING  
INDIVIDUAL  
ACCOUNTABILITY

BEHAVING WITH  
INTEGRITY

BEING SAFE

## EACH OTHER



SHOWING RESPECT  
& RECOGNITION

BEING SUPPORTIVE

SHOWING TRUST  
& UNDERSTANDING

## EXCELLENCE



HAVING THE  
RIGHT ATTITUDE

BEING  
KNOWLEDGEABLE

SHOWING  
PROFESSIONALISM

## SUCCESS



BEING CUSTOMER  
FOCUSSED

DISPLAYING  
INITIATIVE

BUILDS THE  
FUTURE

## OUR PURPOSE

- ▶ SAFE
- ▶ SUCCESSFUL
- ▶ SUSTAINABLE

**AIRWAYS**  
making your world possible