

## POSITION DESCRIPTION

<b>TITLE:</b>	CHIEF CONTROLLER – <LOCATION> TOWER
<b>BUSINESS UNIT:</b>	Towers, Service Delivery
<b>LOCATION:</b>	Napier Tower
<b>REPORTS TO:</b>	Business Manager
<b>BUSINESS GROUP:</b>	Air Traffic Services
<b>DIRECT REPORTS:</b>	Air Traffic Controllers based at <location> Tower
<b>INDIRECT REPORTS:</b>	Nil

### 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 three operating business groups:

- ▶ Air Traffic Services is responsible for implementation and operation of air traffic management
- ▶ Technology is responsible for providing engineering and maintenance support
- ▶ 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 and Corporate Communications.
- ▶ Legal Services.
- ▶ Strategy.

### BUSINESS UNIT PURPOSE

To ensure the safe, customer focussed efficient and cost effective delivery of Air Navigation Services throughout New Zealand's Flight Information Region.

### PURPOSE OF THE POSITION

- ▶ To manage the safe, efficient and cost effective delivery of the Air Traffic Services (ATS) provided at the Tower

- ▶ To lead and motivate staff at the unit to ensure a positive working environment, provision of a safe and efficient air traffic control service and optimum individual performance
- ▶ To promote Airways and its objectives generally, and also specifically with the associated airports and customers
- ▶ Actively administers Chief Controller accountability as detailed in the Service Delivery policy manual.
- ▶ To fulfill all Chief Controller safety accountabilities as detailed in the Service Delivery policy manual.

## 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, motivate and develop others in order to achieve business unit, group and organisational goals.</li> <li>• Be a role model, at all time, of our values and expected standards of behaviours.</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>• Ensure support and pastoral care is provided for staff in potentially stressful situations such as training or performance management.</li> <li>• Actively promote Airways Values and its goals in a positive and professional manner - both internally and externally.</li> </ul>
UNIT MANAGEMENT	<ul style="list-style-type: none"> <li>• Manage and when necessary coordinate the provision of air traffic control services within the defined airspace to ensure a safe, orderly and expeditious movement of air traffic.</li> <li>• Develop Air Traffic Management (ATM) procedures to fit the needs of Service Delivery and customer expectations for the airspace.</li> <li>• Maintain Current Operating Practice (COP) in all aspects of unit operations, unless on leave for more than 28 days or approved by the Business Manager.</li> <li>• Review and, in consultation with the local operators, make recommendations to the Business Manager on possible ATS operational changes, which would enhance the future safety and efficiency of the airport and airspace to meet stakeholder needs.</li> <li>• Make recommendations to the Business Manager on the development and/or upgrading of services and facilities.</li> <li>• Ensure that the provision of ATS is effected in accordance with the procedures and practices specified in the relevant Civil Aviation Authority (CAA) documentation, manuals, instruction and Local Unit Orders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that operational positions are staffed by qualified personnel.</li> <li>• Ensure that the coverage of all operational positions is in accordance with effective and economical roster practices.</li> <li>• Monitor the ATS log, and ensure that important items are brought to the attention of the Business Manager.</li> </ul>
PEOPLE MANAGEMENT	<ul style="list-style-type: none"> <li>• Develop, coach and manage performance of team members in accordance with Airways values, objectives and business plan. Identify objectives, monitor performance and regularly provide feedback on individual and team performance.</li> <li>• Schedule and meet with the team at regular intervals to discuss operational issues, Airways business goals and other key organisation wide initiatives.</li> <li>• Monitor the provision of on-the-job training to ensure training is carried out in an appropriate and positive manner in keeping with required standards and requirements of the National Training Plan.</li> </ul>
FINANCIAL	<ul style="list-style-type: none"> <li>• Manage the local cost centre within delegated authorities and known constraints. Provide financial information and records as required.</li> <li>• Abide by the relevant policies for expenditure including, but not limited to, Purchase Card, Cell Phone and Travel.</li> </ul>
CUSTOMER RELATIONS	<ul style="list-style-type: none"> <li>• Convene and attend regular meetings, and represent Airways to further obligations and objectives.</li> <li>• Enhance customer relationships in the local area and promote Airway's role and services.</li> <li>• Ensure efficient and effective communication is maintained between all interested parties, internal and external, in particular with the local airport and user groups.</li> <li>• Work with the Customer Management team to ensure they have all up-to-date and relevant information as it pertains to Airways customers.</li> </ul>
SELF DEVELOPMENT	<ul style="list-style-type: none"> <li>• Monitors own performance and seeks development opportunities to improve on management and leadership of projects.</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, including implementing systems for staff and contractors where hazards are managed, people understand their responsibilities and processes are followed.</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> <li>• Responsible for proactively demonstrating Airways safety value - and a safety culture within the unit.</li> <li>• Responsible for ensuring Airways security is maintained at all times</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring that responsibilities are carried out in accordance with Airways Policy.</li> </ul>
<b>TRAVEL REQUIREMENT</b>	<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>
<b>BUDGET</b>	<ul style="list-style-type: none"> <li>Responsible for managing the unit budget within set guidelines</li> </ul>
<b>FINANCIAL DELEGATION</b>	<ul style="list-style-type: none"> <li>Delegated financial authority for Capital Expenditure of \$ Nil</li> <li>Delegated financial authority for Operational Expenditure of \$ Nil</li> </ul>
<b>CONTRACTUAL DELEGATION</b>	<ul style="list-style-type: none"> <li>Signing Authority to a limit of \$ NIL</li> </ul>
<b>LEGISLATIVE OWNER</b>	<ul style="list-style-type: none"> <li>Nil</li> </ul>

<b>KEY RELATIONSHIPS/CUSTOMERS:</b>	
<b>INTERNAL</b>	<b>NATURE OF THE RELATIONSHIP</b>
Business Manager	Manager
Other Chief Controllers and Team Leaders, especially those within the same Towers Group	Work collaboratively with to deliver key business objectives
Account Managers Planning and Performance Team and Project Managers Customer Management Team People Team	Work collaboratively with to deliver key projects or business objectives
<b>EXTERNAL</b>	<b>NATURE OF RELATIONSHIP</b>
Airport Company Airline Operators Unit's Customer Group	Work collaboratively, identify needs, deliver expectations

<b>FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE</b>	<b>REQUIRED</b>	<b>DESIRABLE</b>
Air Traffic Control Licence, with the ability to rate at <location> Tower & OJTI check rating	✓	
Have displayed an impressive ability to lead and motivate staff	✓	

Have proven experience in building positive and professional relationships with customers	✓	
Be able to effectively manage the safe and efficient delivery of Air Traffic Services	✓	
Have experience maintaining optimum proficiency standards and ATS training	✓	
<b>KEY COMPETENCIES / SKILLS / KNOWLEDGE</b>	<b>REQUIRED</b>	<b>DESIRABLE</b>
Efficient user of MS Office	✓	
<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>Accountable</b> - Owns decisions and is accountable; consults with people; accesses information and analyses facts from a broad viewpoint; balances the needs of stakeholder triangle; has confidence in decisions; identifies core principles, and applies them consistently to decisions.	✓	
<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>Communication</b> - Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; is clear and concise, seeking to be understood; anticipates needs of audience and adapts style and communication methods using face to face for difficult issues; listens and seeks to understand others points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.	✓	
<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>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.		
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# 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 FOCUSED
- DISPLAYING INITIATIVE
- BUILDS THE FUTURE

## OUR PURPOSE

- ▶ SAFE
- ▶ SUCCESSFUL
- ▶ SUSTAINABLE

