

POSITION DESCRIPTION

TITLE:	MANAGER PROJECT DELIVERY
BUSINESS UNIT:	Project Delivery
LOCATION:	Christchurch or Auckland
REPORTS TO:	Chief Information Officer (CIO)
BUSINESS GROUP:	Technology
DIRECT REPORTS:	One
INDIRECT REPORTS:	Eight
DATE:	July 2019

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.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, see our [website](#).

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 Manager Project Delivery will lead and manage a team of Project Managers in the delivery of Technology Groups projects and programmes within New Zealand and the Pacific.
- To ensure the effective delivery of a variety of projects using the PMO methodology and tools, providing Project and Programme Management resource and quality and schedule management.

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"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Be a role model for our shared values • Provide leadership to develop and build an engaged and high performing team • Manage performance of individuals and business area ensuring objectives and operational requirements are achieved
PROJECTS AND PROGRAMME DELIVERY	<ul style="list-style-type: none"> • Monitors the project scheduling ensuring proposed project timelines are feasible and aligned to resource availability and scheduling • Performs resource scheduling for projects requiring Airways resources • Responsible for schedule management of approved projects including alignment of project dependencies. • Projects that result in material resource or priority conflicts or a material departure from the business plan are to be presented to the investment committee for priority resolution supported by recommendations. • Ensures projects and programmes are delivered on time, to budget and to scope. • Champions the Airways project and programme management standards, guidelines and tools. • Measures and reports on project implementation performance against targets. • Works with staff to ensure the supply of resources matches project demands. • Manages an active risk register across all projects.
RELATIONSHIP AND STAKEHOLDER MANAGEMENT	<ul style="list-style-type: none"> • Manages key strategic relationships with internal and external customers and maintains an in-depth understanding of their business priorities, strategies and emerging needs. • Delivers the highest standard of customer service and demonstrates total reliability in meeting customer promises. • Ensures internal customers or stakeholders are kept informed of the status of project delivery and any likely delays or scope changes. • Consistently and frequently meets with customers face to face. • Champions customer needs and perspective to project managers. • Lead the development of stakeholder engagement and communication plans for projects. • Foster and develop positive relations with the organisation. • Lead and maintain effective communication with key stakeholders to ensure the best information is available to support decision making. • Maintain effective professional relationships with internal and external stakeholders which enhance the integrity and creditability of the Department
PROJECT GOVERNANCE	<ul style="list-style-type: none"> • Collates and analyses project status reporting. Provides monthly reporting on the delivery status of projects inflight to the Investment Committee, Airways Board and ELT as directed.

	<ul style="list-style-type: none"> • Ensures project processes are being followed / completed to the standards set out in the Airways Project Management Methodology (Quality Assurance). • Ensures that the unit complies with the provisions of all legislation and governance requirements, including financial delegations. • Maintains familiarity with relevant technology and regulations. • Monitors, complies with and delivers to trends in safety and performance.
BIC DEVELOPMENT	<ul style="list-style-type: none"> • Delegation of development of BIC's to Project Managers and guidance on BIC development.
PEER SUPPORT	<ul style="list-style-type: none"> • Support the Manager Systems and Process Improvement in sanctioning programmes and projects for inclusion in the portfolio/programmes. • Engage with senior managers to establish their needs and provide integrated solutions on the management of their projects/programmes.
HEALTH & SAFETY	<ul style="list-style-type: none"> • Responsible for pro-actively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors. • Accountable for providing a safe work environment and implementing Airways health & safety systems for all staff and contractors. • Accountable for creating a culture that promotes health & safety Responsible for ensuring staff and contractors understand their health & safety obligations including obligations to keep Airways secure • Responsible for driving continuous improvement in all aspects of health & safety and ensuring any current or new work practices are assessed for potential safety impact and they deliver on safety excellence
TRAVEL REQUIREMENT	<ul style="list-style-type: none"> • Work may be required in other locations within NZ/internationally to perform the duties of the role.
BUDGET	<ul style="list-style-type: none"> • Responsible for managing a budget of \$ TBD
FINANCIAL DELEGATION	<ul style="list-style-type: none"> • Delegated financial authority for Capital Expenditure of \$250k • Delegated financial authority for Operational Expenditure of \$250k
CONTRACTUAL DELEGATION	<ul style="list-style-type: none"> • Signing Authority to a limit of \$250k

KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
CIO	Reports to
Manager PMO	Direct report, lead and work collaboratively with

Project Sponsors	Work with to ensure BICs are developed and project outcomes are delivered to expectations
Stakeholders	Works collaboratively and communicates with
Executive	Provide relevant, accurate and timely project information.
Airways' Board	Provide relevant, accurate and timely project information.
EXTERNAL	NATURE OF RELATIONSHIP
Project Managers	Manages contracts to ensure effective delivery of project outcomes
Industry and professional organisations	Communicates with

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Relevant Tertiary degree in Business/Engineering or Technology field or equivalent experience in senior technology leadership in New Zealand or internationally	✓	
Leadership experience, including direct line management, budgeting and strategic	✓	
PMP accreditation or similar professional project management qualification	✓	
Minimum 10 years industry experience (e.g. Engineering, IT, Construction) with 5 years project management office experience	✓	
Advanced knowledge and experience with the application of project management methodologies and tools (PMBOK and Sentient preferred)	✓	

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Proven success with delivering projects on time and to budget with quality outcomes	✓	

<p>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</p>			✓	
<p>Proven success with delivering projects on time and to budget with quality outcomes</p>			✓	
<p>Previous experience in, and a genuine passion for the Aviation, Transport or Technology industries</p>				✓
<p>Commercial Acumen - 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.</p>			✓	
<p>Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.</p>			✓	
<p>Our Values - 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</p>			✓	
AIRWAYS LEADERSHIP COMPETENCIES				
Work out what matters to Airways	Analytical Thinking	Explore the information and data available, and analyse it effectively to generate good solutions. Use your expertise well, and make sure the direction you're taking and priorities you set are evidence based and grounded in quality analysis.		
	Strategic & Creative Thinking	Look at what's happening in other parts of Airways, and outside Airways. Consider how to innovate and do things differently. Think about the future, and make sure the direction you're taking will help Airways succeed in the long term, not just today.	✓	
Commit & Communicate	Resilience	Deal with your own concerns about change and you reaction about the direction of the organisation, and don't let that reaction be a barrier to success. Be open to changes and take a positive view even if things aren't perfect. Keep it together when things get tough.		
	Communicating & Influencing	Explain the direction to others, and connect the dots between the day to day and the big picture so that they can see how what they do matters. Communicate early, broadly, often and in a variety of ways, and be ready to persuade others that this is the right direction.	✓	

Take ownership & help others do the same	Supporting & Collaborating	Create an environment that encourages people and helps them feel supported. Consult with your team and get them involved, show you're listening and that you trust them. Be patient, honest and empathic when it comes to dealing with people who are unhappy or worried. Recognise and reward good behaviours and good outcomes. Be genuine, respectful and walk the talk when it comes to upholding values, ethics and integrity.	✓	
	Taking Ownership and Leading	You're a leader, so take responsibility and be accountable. Take responsibility for making decisions that need to be made, even if they're tough decisions or involve some risk. Set clear standards and expectations for your team about their behaviour and their performance, and give constructive feedback regularly. The standard you walk past is the standard you accept.		
Deliver on Commitments	Planning & Executing	Turn the direction into a plan, with clear progress points, then deliver to that plan. Track progress and update the plan as needed to ensure you deliver on your commitments. Flag issues and problems early and often, don't try and sweep them under the carpet.	✓	
	Showing Drive	Set ambitious goals for yourself and your team, and show enthusiasm and energy about working towards them. Challenge yourself and your team to seek out opportunities to develop and take on increased responsibility.		

AIRWAYS

OUR VALUES

Who we are

SAFETY



TAKE INDIVIDUAL ACCOUNTABILITY
Accept individual responsibility and use sound judgement for own actions and in contributing to the overall outcome.

BEHAVE WITH INTEGRITY
Commit to a Just Culture and take pride in being ethical, fair, proactive and honest.

BE SAFE
Create a safe environment by working together, and contribute to continuous improvement.

EACH OTHER



BE ONE TEAM
Value and support the team, working collaboratively within and across our business.

SHOW RESPECT AND RECOGNITION
Openly recognise, appreciate progress or effort made while respecting others.

BUILD TRUST & UNDERSTANDING
Appreciate the role of other people and their ideas. Act inclusively and value diversity. Earn trust, accept differences and get on with others.

EXCELLENCE



GET STUFF DONE
Achieve by prioritising, planning and resourcing collaboratively. Focus on the big picture strategy and vision.

BE KNOWLEDGEABLE
Acknowledge others expertise and strengths. Be willing to learn. Have fun, be enthusiastic and passionate. Apply effort and thinking to new ideas and go the extra mile.

SHOW PROFESSIONALISM
Use simple and authentic communication with a high level of personal and professional integrity.

SUCCESS



BE CUSTOMER FOCUSED
Bring the voice of our customer into conversations and decisions in order to provide high value services, solutions and products.

DISPLAY INITIATIVE
Actively seek opportunities to lead innovation and positive change for our industry.

BUILD THE FUTURE
Take pride in making decisions to deliver growth and achieve the best possible result.