

Position Description

Title: Airways International Graduate Programme (Business Services)			
Reports to:	Head of Business Services	Direct Reports:	Nil
		Indirect Reports:	Nil
Location:	Christchurch	Date:	August 2019

Overview:

AIL is an aviation product and service provider that has been set up by Airways New Zealand as an autonomous business unit to provide innovative and effective solutions to air navigation service providers and the wider aviation industry.

AIL exists to drive the long-term growth of Airways by establishing businesses, products, and services which can be profitably sold and delivered internationally, most often to Air Navigation Service Providers (ANSPs), but also potentially to airports, airlines, Government organisations and others.

Purpose of the programme

The AIL Graduate Programme is designed to support administration services for Airways International Ltd (AIL) for AIL's products and services to the global market. The role provides support to the business by delivering resource to a variety of business projects and product initiatives, as well as support to AIL business units and day to day commercial activity. You'll have a varied role with focuses that change throughout the year based on business priorities.

Your role is responsible for:

- Supporting the delivery of a range of business services to the wider AIL team, with a customer focussed approach
- Supporting the Commercial team to maintain the AIL Customer Relationship Management database (Insightly), providing super user support to team members
- Supporting the Products Digital team with general administration tasks
- Assisting in the preparation of proposals, bids, contract formation and contract management
- Assisting with the maintenance, monitoring and coordination of individual projects, including event management and trade fairs etc
- Conducting targeted market research and market intelligence, from initial analysis to interpreting trends, patterns and correlations within data to build sound commercial understanding and provide information to assist with the sales and marketing of products and services

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"> Promote the vision of the organization both internally and externally. Sets the standard for professional behaviour and excellent work habits that support a positive, performance-based environment. Represent AIL professionally and enthusiastically.
Market Research	<ul style="list-style-type: none"> Works with the Commercial team to develop briefs about sales opportunities, assessing ability to deliver and areas of risk. Identifies information gaps in order to support a successful proposal obtaining this information from industry sources, publicly available information or directly from the client. Works with the Commercial and Products teams to identify and report on project opportunities through researching industry information, AIL networks and publicly available data.
Market Intelligence	<ul style="list-style-type: none"> Establishes and maintains the market intelligence database/system Monitors and collects intelligence on market developments. Collects and manages intelligence on competitors. Develops competitor profiles outlining key people, key selling propositions, competitor client sites and product/service/pricing comparisons to AIL services and products
Bid Proposal Presentation	<ul style="list-style-type: none"> Works with the Commercial and Products team members in supporting the professional presentation of bids, adhering to the AIL branding style guide and aligned to AIL proposal templates. Ensures that required presentation and printing of bids/proposals meets project timelines
Customer Relationship Management (CRM)	<ul style="list-style-type: none"> Provides training to CRM users and administers the CRM, including ensuring the all CRM data is kept up to date. Responsible for the on-going consolidation, coordination and population of CRM data with or on behalf of the Commercial and Products teams Supports the production of reports from the CRM for the Commercial, Products and management teams.
Project & Initiative Support	<ul style="list-style-type: none"> Provide support as directed to key initiatives and projects to allow for and ensure responsiveness to business demands. Be a key resource to allow the business to "scale-up" when key projects or initiatives are in-flight.
General Business Support	<ul style="list-style-type: none"> Co-ordinates planning and organisation of events, functions and VIP visits, including travel and accommodation for visitors as required Support induction/on-boarding programmes for staff Responsible for preparation of contractor agreements and letters of acceptance Provides targeted and general administrative support to specific managers and/or teams, including travel bookings, meeting arrangements, minutes, printing and document collation. Supports finance processes such as purchase orders, invoicing, payments and reconciliation.

Key Areas of Accountability	
Quality Control	<ul style="list-style-type: none"> • Ensure that all processes and procedures are documented and filed in the appropriate place • Ensure agreed processes are followed • Comply with the provisions of relevant legislation and governance requirements, including financial delegations
Development & Learning	<ul style="list-style-type: none"> • Work proactively to ensure exposure to a broad range of business activities • Gain exposure to and knowledge of each key area of AIL business units • Share fresh, creative ideas that add value to the business based on your key areas of academic study. Use your initiative to contribute to continuous improvement of our business processes. • Take direction from managers and project leaders to provide support to general administration tasks • Adopt a continuous improvement approach e.g. share suggestions for better processes or technology within your team
Health and Safety	<ul style="list-style-type: none"> • Responsible for proactively demonstrating the AIL Safety value - it's at the heart of everything we do. • Responsible for operating in a safe manner and striving for continuous improvement in health and safety throughout the business. • Responsible for ensuring AIL security is maintained at all times. • Accountable for proactively raising health or safety issues in line with AIL safety management systems and participating in position related health and safety training.
Travel requirement	<ul style="list-style-type: none"> • Work may be required in other locations within NZ and internationally to perform the duties of the role.

Key Relationships/Customers:	
Internal	Nature of the Relationship
Business Services	Functional team
AIL Business Units	Provide general administration support to all business services, including projects and initiatives
CEO AIL and Leadership team	Key stakeholders; provide support to as requested
External	Nature of Relationship
Customers	Support to provide high quality service
Suppliers and Vendors	Ordering and payment processes

Formal Qualifications/Training/Experience		
	Required	Desirable
Currently in final year of study or recent graduate of a New Zealand Tertiary Institution at degree level	✓	
Academic study in one or more of the following: Aviation, Commerce, Marketing, Project Management, Information Management	✓	
Experience and understanding of both qualitative and quantitative research and analysis of data	✓	
Advanced user of Microsoft Office, particularly Word (long documents), PowerPoint, Excel	✓	
Experienced user of MS Project		✓

Key Competencies/Skills/Knowledge		
	Required	Desirable
Accountable: 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.	✓	
Analytical: Collecting and analysing data on customers and competitors in the market place, consolidating information into actionable items and reports.	✓	
Communication: Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; 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. Demonstrated ability to communicate effectively orally and in writing, especially in a business setting.	✓	
Planned and Organised: Develops realistic plans to ensure deadlines are met; ensures all resources available to implement the plan; continually reprioritises as new work comes in, based on criteria and information from the customer; works on a number of jobs simultaneously without any dropping off.	✓	
Relationships: Builds business focused relationships which facilitate the sharing of information, the smooth delivery of services and constructive resolution of issues; creates relationships which make it easy for people to work with AIL. Ability to use initiative and work independently as well as work collaboratively and contribute to team based initiatives	✓	

Key Competencies/Skills/Knowledge		
	Required	Desirable
<p>Our Values: Demonstrates the AIL 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>	✓	