

## POSITION DESCRIPTION

<b>TITLE:</b>	ATS POLICY & STANDARDS SPECIALIST (ATC REQUIRED)
<b>LOCATION:</b>	Christchurch or Auckland
<b>REPORTS TO:</b>	Manager ATS Policy and Standards
<b>BUSINESS GROUP:</b>	Customer Management, Legal, Policy and Standards
<b>DIRECT REPORTS:</b>	NIL
<b>INDIRECT REPORTS:</b>	NIL
<b>DATE:</b>	January 2020

### 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, check out our website: <http://www.airways.co.nz/>

### BUSINESS UNIT PURPOSE

The Air Traffic Services (ATS) Policy and Standards team has delegated responsibility for creating and documenting operational policy, and the setting of standards and recommended practices for the provision of safe and efficient Air Traffic Services within New Zealand administered airspace.

### PURPOSE OF THE POSITION

The role is responsible for:

- Maintenance of the Manual of Air Traffic Services and related documentation
- Coordinate and provide advice on procedures, licensing and standards issues
- Representing ATS Policy and Standards to our operational delivery teams
- Project work as required

### 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	
MAINTENANCE OF PROCEDURES	<ul style="list-style-type: none"> <li>• Maintain oversight of ATS documentation to ensure compliance with legislative requirements.</li> <li>• Review international standards and procedures including ICAO and other ANSPs.</li> <li>• Monitors national and international standards development.</li> </ul>
ADVICE AND SUPPORT	<ul style="list-style-type: none"> <li>• Manage queries from the operational units relating to policies and procedures as well as licensing and standards issues.</li> <li>• Review technical documents, CAA policy and Civil Aviation Rule changes and provide advice on changes to Airways policies and procedures.</li> </ul>
RELATIONSHIPS	<ul style="list-style-type: none"> <li>• Supports the development and management of relationships between the ATS Policy and Standards unit and wider Airways.</li> <li>• Maintains a knowledge of stakeholders, their business priorities and strategies to understand their current and emerging needs.</li> <li>• Demonstrates reliability in meeting commitments. Supporting consistency and frequency of face to face meetings.</li> </ul>
BEST PRACTICE	<ul style="list-style-type: none"> <li>• Contribute to process improvement activities, particularly (but not exclusively) those relating to aviation safety</li> <li>• Ensure individual role-related skills and knowledge are kept current.</li> </ul>
SELF-DEVELOPMENT	<ul style="list-style-type: none"> <li>• Monitors own performance and seeks development opportunities to improve performance.</li> <li>• Implements agreed development plans within agreed timeframes.</li> </ul>
HEALTH & SAFETY	<ul style="list-style-type: none"> <li>• Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do</li> <li>• Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business</li> <li>• Responsible for ensuring Airways security is maintained at all times</li> <li>• Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training</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 a budget of \$ Nil</li> </ul>
FINANCIAL DELEGATION	<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>
CONTRACTUAL DELEGATION	<ul style="list-style-type: none"> <li>• Signing Authority to a limit of \$ NIL</li> </ul>
LEGISLATIVE OWNER	<ul style="list-style-type: none"> <li>• NIL</li> </ul>

KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
ATS Policy and Standards team	Work within the team to address policy and standard issues
ATS Operational Units	Work collaboratively with to address policy and standard issues
ATS Examiners	Work collaboratively with to address policy and standard issues
Wider Airways business units	As required
EXTERNAL	NATURE OF RELATIONSHIP
Civil Aviation Authority	To discuss regulatory issues
Metservice	As required
Air Services Australia	Mutual benefits from sharing of information
Other external ANSPs	Mutual benefits from sharing of information
Airline customers	Liaison as required

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Air Traffic Control licence with extensive experience in ATC	✓	
ATS Training or Examining/Instruction experience		✓
Experience in aviation operational document review and policy development	✓	
Air Traffic Control Licence holder		✓
Pilot license holder		✓

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Competent in MS Office.	✓	
Ability to interpret technical information and develop operational documentation for ATS procedures.	✓	
Understanding of ICAO standards and recommended practices and New Zealand Civil Aviation Rules.	✓	
<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> - 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>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>Planned &amp; Organised</b> - 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.	✓	
<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.	✓	
<b>Problem Solving</b> - Seeks out the data required; identifies discrepancies in data and is meticulous in generating hypotheses that incorporate all the symptoms; is tenacious when faced with difficult problems maintaining a systematic and logical approach; appreciates there are always a number of solutions to problems and thinks laterally to identify these.	✓	
<b>Quality Focused</b> - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge	✓	

of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.		
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**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.