

Flight Services Training Programme Information Sheet

Further details on the training course and fees, and a copy of the position description of the role this training course will qualify you for.

Important details about the training course:

- ▶ Applying to this vacancy means you are applying for a position in our training course, not a job (though successful completion of the course will grant you eligibility for a role in our flight services team).
- ▶ The training course is run by Airways International's Training division at their Christchurch Campus
- ▶ The training course has 2 key phases, you must pass phase 1 to progress to phase 2
 - Phase 1: 051 Licencing Subjects, is classroom-based training [approx. 6 weeks duration]
 - Phase 2: Area Flight Information Rating Course, completed in a live operating environment [approx. 20 weeks duration]
- ▶ The training is intense, and requires commitment to after-hours study. Therefore, a part time job to help fund training is not recommended.

Important details about course fees and costs:

- ▶ The Flight Service training program is \$10,000NZD (inclusive of GST)
 - You may be eligible for study under the Fees-Free tertiary education scheme. You can find details here: feesfree.govt.nz. Alternatively, you may be able to access a student loan if you meet StudyLink's eligibility requirements. You may also be eligible for a student allowance. We recommend that you contact StudyLink on 0800 88 99 00 to discuss eligibility
- ▶ Once you've commenced the second phase of training, Airways has a scholarship you can apply for to support you while undertaking on the job training. The scholarship equates to roughly \$185.00 per week.
- ▶ Any relocation cost associated with a move to Christchurch to participate in the training course is at your own expense

You do need to carefully consider your financial situation and circumstances prior to accepting a place on the course as you will not be eligible to become an Airways employee until you have successfully completed your training and you have been issued with a Flight Service Operator Licence.

Please note: fees are reviewed annually and subject to change.

POSITION DESCRIPTION

TITLE:	FLIGHT INFORMATION OFFICER
BUSINESS UNIT:	Air Traffic Services
LOCATION:	Christchurch
REPORTS TO:	ATSS Manager
BUSINESS GROUP:	Air Traffic Support Sector
DIRECT REPORTS:	Nil
INDIRECT REPORTS:	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 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 www.airways.co.nz/about.

BUSINESS UNIT PURPOSE

To provide an Area Flight Information Service, as detailed in the Manual of Air Traffic Services and Local Unit Orders.

PURPOSE OF THE POSITION

To provide an Area Flight Information Service, within the airspace designated in local unit orders, in accordance with the procedures and practices prescribed in the appropriate rules and instructions.

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	
FLIGHT INFORMATION	<ul style="list-style-type: none"> • To render all possible assistance to aircraft in emergency or distress. • To provide an Area Flight Information Service. • To provide a Pre-Flight Information Service. • To monitor and update data in the VFR SARTIME database and initiate Alerting Action as appropriate. • To maintain a watch on the designated Flight Information frequencies • To maintain, in the approved manner, a display of all aircraft for which the service is being provided • To comply with procedures detailed in local unit orders. • To maintain the operating position during the period of watch unless properly relieved. • To maintain such records as may be required. • To accept flight plans and modify them to meet ATS requirements. • To monitor own performance and seek development opportunities to improve.
HEALTH & SAFETY	<ul style="list-style-type: none"> • Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do • Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business • Responsible for ensuring Airways security is maintained at all times • Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training

SKILLS, QUALIFICATIONS AND ATTRIBUTES	REQUIRED	DESIRABLE
Initiative	✓	
Effective communication skills, both written and oral	✓	
Be prepared to work shift work	✓	
Proven ability to multi-task and prioritise work	✓	
Background in aviation with either a Private Pilot's Licence or Commercial Pilot's Licence	✓	
Recent experience in Air Traffic Services as an Air Traffic Controller, Flight Service Specialist, or Flight Data officer with a Flight Service Trainee Licence		✓
Consistently Checks Proactively checks, reviews and monitors what they are doing against current documentation and background knowledge and experience; questions to check their understanding; realises the importance and has commitment to error free work; constantly checks points of detail and accuracy.	✓	

<p>Information Processing Reads, remembers and retains information; clear and concise, asks the right questions; keeps people informed and advises them of the current status; actively listens and confirms their understanding; deals with information from a variety of sources simultaneously.</p>	✓	
<p>Technology Literate Works quickly and accurately with technology systems; actively uses correct medium for tasks; proactively identifies faults in equipment and accurately records occurrences and raises these with the appropriate person; stores and retrieves information efficiently and rapidly from computers.</p>	✓	
<p>Time Management Proactively anticipates and avoids potential overloads by using quiet periods sensibly; solves problems before they become issues; thinks ahead and prioritises their tasks; plans to achieve an efficient and logical flow of work; revises their plans and prioritises their tasks to account for changed circumstances.</p>	✓	
<p>Resilience Cool, calm and collected in stressful situations; retains ability to think well during times of pressure; thrives on a challenge; provides practical support to colleagues.</p>	✓	
<p>Learning and Researching Is knowledgeable – takes the time to brief themselves; absorbs information and freely passes it on to others; is proactive in sharing their solutions to non- standard situations through updating manuals; quickly sources information from various manuals and guides.</p>	✓	
<p>Assessing and Evaluating Constantly scanning and anticipating; alert to what’s going on and what could happen; quickly analyses complex workload situations; evaluates options before making decisions; understands the bigger picture and makes timely decisions with the end goal in mind.</p>	✓	
<p>Customer Focused and Commercially Aware Considers the customer and commercial success criteria of Airways when making decisions. Understands the customer’s business and requirements and personally commits to resolving customer issues; inspires a customer-centric approach across Airways. Champions Airways as a thriving, successful and profitable business.</p>	✓	

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.

