

POSITION DESCRIPTION

JOB TITLE:	PMO Coordinator
BUSINESS UNIT:	Portfolio & Project Delivery
LOCATION:	Christchurch or Auckland
REPORTS TO:	Manager, Portfolio & Project Delivery
BUSINESS GROUP:	Technology
DIRECT REPORTS:	Nil
INDIRECT REPORTS:	Nil
DATE:	November 2022

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.

BUSINESS GROUP 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. As part of TG, the Portfolio & Project Delivery team is responsible for managing Airways' portfolio, planning out future capital spend and delivering projects managing enhancements and changes to these assets.

The Administration Network is responsible for the provision of administrative support to key management positions and teams across Airways.

PURPOSE OF THE POSITION

- Provide PMO coordination to the Portfolio & Project Delivery team
- Work collaboratively with the rest of the Portfolio & Project Delivery team to identify and implement system and process improvements within the PMO tool (Sentient)
- Provide guidance on project and portfolio governance processes

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	
PROJECT SUPPORT	<ul style="list-style-type: none"> • Enter and maintain project data in Sentient as directed in order to accurately reflect current or planned state e.g., reallocate budget, re-baseline milestones, change project sponsors, set up new initiatives. • Review quality of core project data in Sentient to ensure consistency after approvals for key activities like Business Case approval or change requests have been obtained e.g., PM wants to move project from execute to closure but has not updated the milestones to reflect this. • Remind the Project Managers to keep core project information used by other parties up to date e.g., commissioning dates, forecasts, status reports, risk registers. • Maintain the Project Delivery hub (used as the go to point for project related processes for the business) as directed • Provide training to Sentient users (both new and existing), as needed and be the key point of contact for all Sentient queries • Assist with taking minutes for Portfolio & Project Delivery team meetings or for project meetings if requested • Assist Manager and PMO Governance Lead in providing accurate, timely and fit for purpose portfolio information as needed. • Provide technology support in key office tools (such as Word, Excel & PPT) and core administrative processes (such as finance processing and document management, SharePoint, TechOne and TGAir purchase orders and invoicing). • Assist with onboarding of new team members
PMO GOVERNANCE AND SYSTEMS	<ul style="list-style-type: none"> • Work with PMO Governance Lead and vendor to identify and implement feature enhancements within Sentient • Work with PMO Governance Lead to identify and implement enhancements to project processes within Sentient • Provide guidance on PMO processes as needed • Assist the PMO Governance Lead as required to ensure stakeholders and teams (internal and external) comply with project and portfolio governance processes
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.
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.

KEY RELATIONSHIPS / CUSTOMERS	
INTERNAL	NATURE OF THE RELATIONSHIP
Portfolio & Project Delivery Manager	Reports to
Executive Assistant, Technology	Work collaboratively with on general administration for the ADC office in Christchurch
PMO Governance Lead	Works with to maintain and improve system/project processes, update project information as directed, manage implementation of system improvements as directed
Project Managers, Programme Managers, Project Sponsors	Work with to ensure accurate project data in core systems like Sentient, provide guidance on PMO processes and PMO & business tools and processes as needed, provide project support as requested, work collaboratively with to identify and improve PMO systems and processes
Technology Group	Provide guidance on PMO & business tools and processes
EXTERNAL	NATURE OF RELATIONSHIP
Suppliers e.g., caterers, travel agencies	Key stakeholders
Vendors e.g., Sentient	Maintain and improve PMO system / tool
Visitors to the ADC office in Christchurch	Greet and direct to appropriate Airways staff member

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Advanced IT skills in Microsoft Excel, Word, Outlook and PowerPoint	✓	
Proven experience in administration, reporting and prioritising both time and varied work tasks	✓	
Experience in administering Sentient PPM		✓
Experience in supporting programme or project support functions such as risk registers, Microsoft project Gantt charts, resource use tracking, purchase ordering, finance processing	✓	
Experience within aviation, engineering or other technology based Industries or with mission critical environments		✓

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Awesome team player who is motivated, enthusiastic and uses initiative.	✓	
Superior communication skills, both verbal and written.	✓	
Demonstrated interpersonal skills, influencing and collaborative Behaviours, and the ability to work with diverse teams and people.	✓	
Culturally sensitive, considerate, and confident when dealing with others.	✓	
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.	✓	

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
<p>Quality Focused: Produces results that are of a constant high standard despite pressing deadlines; does work right the first time; is detail focussed; corrects own errors; produces accurate, thorough, professional work; plans own work activities in advance to ensure that all assignments are completed in a timely and quality manner; personally seeks to add value in every work assignment and notices opportunities to improve quality and takes action to do so.</p>	✓	
<p>Prioritises & Organises: Prioritises tasks and organises themselves and resources to ensure all tasks completed on time; follows up to ensure other people’s contributions are on schedule; anticipates problems and ensures contingency plans are available and actioned if needed; meets deadlines without being panicky or pressured and copes well.</p>	✓	
<p>Communication: 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.</p>	✓	
<p>Customer & Partnership Focused: Builds long-term, sustainable relationships with customers/partner. Understands the customer’s business and requirements. Manages expectations and builds respect. Measures performance against customer-based targets. Delivers on promises to customers and personally commits to resolving customer issues. Inspires a customer-centric approach.</p>	✓	
<p>Composure: Does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected. Doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.</p>	✓	

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.