

## POSITION DESCRIPTION

<b>TITLE:</b>	<b>ATS INNOVATION BUSINESS PARTNER – AERODROME/SURVEILLANCE SERVICES</b>
<b>BUSINESS UNIT:</b>	Strategic Air Traffic Services
<b>LOCATION:</b>	Auckland/Christchurch
<b>REPORTS TO:</b>	Manager Strategic Air Traffic Services
<b>BUSINESS GROUP:</b>	Air Traffic Services
<b>DIRECT REPORTS:</b>	NIL
<b>INDIRECT REPORTS:</b>	NIL
<b>DATE:</b>	October 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 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](http://www.airways.co.nz/about).

### BUSINESS UNIT PURPOSE

**Air Traffic Services Group** is an operational business unit responsible for the safe and efficient operation of domestic air traffic and successful management of statutory customer relationships.

### PURPOSE OF THE POSITION

ATS Innovation Business Partners (BPs) are responsible for leading and facilitating innovation initiatives within and across Air Traffic Services programmes to ensure the successful delivery of business initiatives and strategic outcomes.

The role is responsible for analysing, planning, evaluating and coordinating proposed initiatives, facilitating a collaborative approach across the organisation. In practical terms, this includes being close enough to the relevant Air Traffic Service to provide guidance on which future projects or changes are required to meet strategic goals. Thereafter the BP will provide practical guidance on the change process and implementation requirements to allow the relevant operational leader to get the proposed innovation to the state of readiness for decision makers to consider. The BP will also coordinate between project leads and operational leaders during implementation.

### 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.



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KEY AREAS OF ACCOUNTABILITY	
PORTFOLIO MANGEMENT	<ul style="list-style-type: none"> <li>• Embeds themselves in the relevant portfolio by working closely alongside the portfolio leadership team to gain an in-depth understanding of the portfolio and its needs.</li> <li>• Assess the scope and scale of change of projects to determine the most appropriate change approach to achieve outcomes</li> <li>• Ensure the change approach is aligned with the organisations change strategy and is maximising synergies and integrating change with other change projects</li> <li>• Identify the change impact and size of the gap between the current state and future state, and ensure the right interventions are designed, developed, and implemented to address these and equip those impacted for success</li> <li>• Facilitate collaborative design of and a shared vision and ownership of change across key functions within Air Traffic Services. <b>Partner with leaders in the portfolio and project SMEs to effectively deliver change interventions, testing, learning, and adapt the change approach as needed.</b> Analyse all impacts on all stakeholder groups and develop approaches for addressing change resistance and achieving support for change. Regularly assess change readiness across all key stakeholder groups and implementers of change</li> <li>• Establish clear traceability between the change objectives and measures of success to the project objectives, outputs, and outcomes</li> <li>• Ensure there is effective monitoring in place of change, including the speed of adoption, extent of uptake and proficiency, and that the change has been well embedded to ensure sustained results and benefits realisation</li> <li>• Prepare estimates and detailed change plans</li> <li>• Proactively anticipate and manage change risks, providing timely feedback to the Manager Strategic Air Traffic Services.</li> <li>• Understand and safeguard interdependencies between change activities</li> <li>• Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation, and excellence.</li> <li>• Obtain and document business requirements</li> <li>• Conduct Cost/Benefit Analysis</li> <li>• Develop Business Investment Cases</li> </ul>
COMMUNICATION	<ul style="list-style-type: none"> <li>• Deliver appropriate and effective communication across all levels of management.</li> <li>• Identify, monitor, and report to the Manager Strategic Air Traffic Services on project performance specifically covering change, stakeholder relationships, team morale, health and safety, risks and quality related issues.</li> <li>• Communicate constructively with business units and stakeholders.</li> <li>• Facilitate meetings effectively.</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep project team well informed of changes relevant to change.</li> <li>• Deliver engaging, informative, well-organised presentations.</li> <li>• Resolve and/or escalate issues in a timely fashion.</li> <li>• Understand how to communicate difficult/sensitive information tactfully.</li> <li>• Actively seek feedback from stakeholders and communicate this to the team to ensure successful delivery of the project.</li> </ul>
RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> <li>• Build and maintain effective networks/relationships both within and beyond Air Traffic Services.</li> <li>• Identify and develop trusted adviser relationship with project and programme stakeholders.</li> <li>• Actively network with business teams, key line managers and other clients to build credibility and ensure that initiatives/projects are relevant, practical, and well understood by those with responsibility for implementation.</li> </ul>
TEAMWORK	<ul style="list-style-type: none"> <li>• Actively and positively participate as a member of the team</li> <li>• Proactively look for opportunities to improve the operations of Air Traffic Services</li> <li>• From time to time, you may be required to perform other reasonable duties as requested by your manager</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 in a safe manner and striving for continuous improvement in health &amp; safety throughout the business</li> <li>• Responsible for ensuring Airways security is always maintained</li> <li>• Accountable for proactively raising health or safety issues in line with Airways safety management systems and participate in H&amp;S 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
Manager Strategic Air Traffic Services	Reports to

Operations Development Specialist	Work collaboratively with
Operational Integration Business Partner	Works collaboratively with
Operational Procedures and Planning Specialist	Works collaboratively with
Project/Program Managers	Works collaboratively with
Technology Group	Works collaboratively with
Policy & Standards Group	Works collaboratively with
Safety & Assurance Group	Works collaboratively with
Employee Unions	Works collaboratively with
Communications Group	Works collaboratively with
People & Capability Group	Works collaboratively with
Wider Airways business units	Works collaboratively with
<b>EXTERNAL</b>	<b>NATURE OF RELATIONSHIP</b>
Aerodrome and Aircraft Operators	Work collaboratively with
Civil Aviation Authority and NSS	Work collaboratively with
Vendors / Suppliers	Work collaboratively with; manage costs as appropriate

<b>FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE</b>	<b>REQUIRED</b>	<b>DESIRABLE</b>
Change Management experience, ideally with some in aviation.		✓
ATS/ANSP/Aviation Experience	✓	

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Efficient user of MS Office	✓	
Experience with Safety Management Systems	✓	
Good knowledge of change management techniques		✓
Demonstrated ability to see the "big picture" and understand the strategic context of projects and change.	✓	
Proven decision-making experience demonstrated in co-ordinating and integrating change.	✓	
Proven experience in managing a range of business change projects.		✓
<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>Dealing with Pressure</b> - Copes with complex problems calmly; maintains a good rapport with people in stressful situations; handles issues and problems as they arise; is calm even under difficult circumstances; takes time to think problems through.	✓	
<b>Enthuses &amp; Inspires</b> - Is enthusiastic about what they do; has drive and energy and is prepared to do more; gets boots dirty and rolls up sleeves; sets	✓	

the scene by painting the whole picture, gives goals and is genuinely interested in how things are going by keeping people posted on performance; is calm in the face of negativity and doesn't back off.		
<b>Is Visible</b> - Gets out of the office and is visible in the workplace and at crucial meetings; takes the time to know staff as individuals; walks the talk – what they say is what they do; is friendly and approachable – makes time for staff; takes problems and ideas seriously, is prepared to modify position and keeps people informed.	✓	
<b>Leads Change</b> - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
<b>Owens Decisions</b> - Consults with people, accesses information and analyses facts; considers impacts on stakeholder's triangle; has confidence in, and owns the decisions; is consistent in their decision making.	✓	
<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>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.	✓	

**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.