



POSITION DESCRIPTION

TITLE:	SENIOR SAFETY SPECIALIST – AIR TRAFFIC SERVICES
BUSINESS UNIT:	Air Traffic Services
LOCATION:	Christchurch or Auckland
REPORTS TO:	General Manager – Air Traffic Services
BUSINESS GROUP:	Air Traffic Services
DIRECT REPORTS:	NIL
DATE:	January 2024

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 ensure the safe, efficient and cost-effective customer focussed delivery of Air Navigation Services throughout New Zealand's Domestic and Oceanic Flight Information Regions.

PURPOSE OF THE POSITION

This is a new senior role intended to provide professional Risk, Compliance and Safety (RCS) good practice advice, guidance, and support to senior leaders within Air Traffic Services (ATS). The role will work in partnership with The Safety and Assurance business unit, operating within the three lines of defence and the Airways Safety Management System (SMS) to proactively identify opportunities to improve RCS outcomes across ATS and deliver specific advice on resolution of key issues. This would include conducting analysis and actively leading the development and implementation of good practice systems, tools, documentation, and communication materials, and drive opportunities for continuous improvement within ATS.

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

<p>LEADERSHIP</p>	<ul style="list-style-type: none"> • Promote the vision of the organisation and represent Airways professionally and enthusiastically, both internally and externally • Lead by example and set the standard for professional behaviour and excellent work habits that support a positive, performance-based environment. • Display discretion and confidentiality in all matters • Provide direction, empowerment, and motivation of others to achieve business unit, group and organisational goals. • Educating and supporting the business unit on good practice RCS outcomes
<p>STAKEHOLDER RELATIONSHIPS</p>	<ul style="list-style-type: none"> • Provide professional RCS advice and support to managers of high-risk work areas and contractors across ATS. • Partner with managers and employees to ensure Airways achieves excellence in the management of RCS performance. • The provision of high-quality advice and guidance to ATS unit managers in general legislation compliance through risk, environment and safety hazard identification, risk assessment, risk management and incident reporting • Support change management initiatives in relation to RCS and enhance employee participation in all related engagement processes. • Lead continuous improvement through training, coaching, and building RCS capability and culture. • Support promotional RCS campaigns and associated communications plans
<p>RISK, COMPLIANCE AND SAFETY MANAGEMENT</p>	<ul style="list-style-type: none"> • Working in partnership with the S&A team, provision of advice and services to ensure the ATS Group meets its commitments to all legislative and regulatory requirements for both Operational Safety and Health and Safety. • Support any internal or external audit and assurance process to ensure ATS is able to evidence adherence to all relevant legislation, regulation, Safety Management System(SMS) and good practice. • Ensuring that relevant ATS policies and functions for the management of RCS are in place and regularly reviewed to support safety in the workplace • Ensure all ATS reporting and investigations are conducted in accordance with the Airways SMS • Ensure there is a process of continuous improvement with regard to RCS and use first-line reviews/operational reviews to assess compliance and progress in ATS. • Working within SMS and the operating model of the three lines of defence (3LoD) conduct first-line risk assessments and investigations as required in a professional, transparent and open manner • Help ensure hazard identification, assessment, reporting and management processes are adhered to, and advise and support managers and employees to do so • Support effective incident management and reporting practices as per the Airways SMS.
<p>RISK, COMPLIANCE AND SAFETY INFORMATION AND REPORTING</p>	<ul style="list-style-type: none"> • Support Health, Safety & Wellbeing investigations through facilitation of subject matter expertise, industry good practice advice, data provision and information to support decisions as part of the first line of defence model • Management of specialised tools that may be required to directly support this role



	<ul style="list-style-type: none"> • Collection, Analysis and interpretation of RCS data, documentation, systems, business requirements, external environment as needed to support ATS Managers • Where applicable, lead communication plans to distribute findings and recommendations and facilitate implementation of actions • Identify, classify and document the requirements for business processes and/or systems and review how these requirements might best be implemented
PROJECT/INITIATIVE DEPLOYMENT	<ul style="list-style-type: none"> • Support in management and delivery of projects and initiatives to address safety risk, with a tailored and proportionate approach based on urgency and importance in conjunction with the ATS Senior Leadership Team • Support the improvement of the Safety Management System • Develop and deliver new processes, guidance documents, and frameworks for the ATS Senior Leadership team • Contribute to strategic planning
RISK, COMPLAINE AND SAFETY PROMOTION & COMMUNICATION	<ul style="list-style-type: none"> • Increase visibility of RCS promotion and communication across ATS. • Communicating broader RCS information and the distribution of Safety Management System (SMS) principles and associated procedure
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> • Drive a focus on continuous improvement through simplification, automation and innovation in Airways' health and safety procedures and processes. • Identify and lead ongoing improvements to portals and SharePoint hubs and sites owned by ATS. • Champion continuous improvement of the Safety Management System (SMS) in respect to Health and Safety and any other elements related to the RCS function of the role
MANAGE KEY RELATIONSHIPS	<ul style="list-style-type: none"> • Build professional relationships at all levels to foster collaborative working • Work cross functionally within our organisation to deliver projects as needed • Responsible for proactively demonstrating Airways values
SELF-DEVELOPMENT	<ul style="list-style-type: none"> • Monitor own performance and seek development opportunities to improve knowledge, skills and performance • Implement agreed development plans within agreed timeframes. • Undertake training as required to meet continued professional development to maintain expertise and keep abreast of technology
HEALTH, SAFETY & WELLBEING	<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 to perform the duties of the role
BUDGET	<ul style="list-style-type: none"> • Responsible for managing a budget of \$ TBD
LEGISLATIVE OWNER	<ul style="list-style-type: none"> • NIL



KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
General Manager ATS	Report to, advise and work collaboratively
ATS Senior Leadership Team	Work jointly, deliver advice to and act as the safety practice subject matter expert
Safety and Assurance Team	Work collaboratively with to deliver key outcomes and improvements
Airways people, managers, and organisational leaders	Work collaboratively with and be a key safety SME to show how improvements can be delivered in a tangible and measurable way across ATS.
EXTERNAL	NATURE OF RELATIONSHIP
Professional agencies and suppliers/customers to Airways	Increase knowledge, work collaboratively with

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Relevant Tertiary qualification in business or relevant field	✓	
3-5 years + in a business environment with strong cross-functional safety management experience.		✓
Demonstrated ability to work and maintain relationships with diverse teams and people	✓	
Demonstrated ability to interpret complex information	✓	
Understanding and experience in developing guidelines, frameworks, and systems to support required business processes and policy	✓	
Extensive practical experience in safety management systems, investigations, preparing reports and strategic communications around safety best practice.	✓	
Knowledge of the aviation industry especially from a safety outcome perspective	✓	

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
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Be regarded as a subject matter expert in Air Traffic Services and have an understanding of good practice with RCS frameworks	✓	
Self-motivated, able to work to tight deadlines in a fast-paced environment, whilst not compromising quality	✓	
Excellent attention to detail and ability to problem-solve.	✓	
Excellent working knowledge of SharePoint 365 and proficient MS Office skills	✓	
Skilled in assessing and understanding the broad context of an issue to draw conclusions or provide recommendations.	✓	
Able to identify precise problems to be solved, define end user requirements, and act as connecting team member between business and technical stakeholders.	✓	
Able to assess and understand business processes and practices and make evidence-based recommendations to support improvements.	✓	
Able to accurately interpret complex information and data and tailor information to meet the needs of different stakeholders	✓	
Skilled in analysing current state of business processes or policy and suggesting/implementing changes to effect improvement	✓	

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.	✓	
Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
Quality Focused - 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.	✓	
Collecting and Analysing Information: Seeks data from manuals, logs, tests and inspections or experienced people when researching problems; balances risk and competing factors when considering actions; uses knowledge of component, system and business needs to make decisions; takes information in quickly and uses it accurately.	✓	
Problem Solving - 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		
Accountable - 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.	✓	
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 other points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.	✓	

Reviews, Investigations and Audits are all essential components of Airways' safety assurance framework. **These three functions make up Airways' Three Lines model.** This is depicted below.

<p>FIRST LINE ⇄</p> <p>Ownership & Accountability</p> <p>Operational units taking ownership and accountability for performing their role within Policy and as per procedures to the standards required.</p> <ul style="list-style-type: none"> • Self-assessments: <ul style="list-style-type: none"> ◦ Control Self-Assessments ◦ Data Analytics ◦ Continuous Controls Monitoring • Quality Assurance Processes, e.g., RTF Sampling • Operational Reviews • Management Reviews • Post Implementation Reviews • Safe Work Observations 	<p>SECOND LINE</p> <p>Compliance & Monitoring</p> <p>Compliance and monitoring units who provide frameworks and support to operational units performing compliance and monitoring functions.</p> <ul style="list-style-type: none"> • Investigations • Site Inspections: <ul style="list-style-type: none"> ◦ Project sites ◦ Operational sites • Assurance reviews: <ul style="list-style-type: none"> ◦ Process improvement and walkthroughs ◦ Reviews of controls e.g. COSO • ComplyWith Survey 	<p>THIRD LINE</p> <p>Independent Assurance</p> <p>Independent assurance provided to the Executive by Internal Audit.</p> <ul style="list-style-type: none"> • Audits: <ul style="list-style-type: none"> ◦ Financial Audits ◦ Project Audits ◦ Performance Audits ◦ Technology Audits ◦ Culture Audit ◦ Rechecks of previous audits ◦ Data Analytics ◦ Compliance and Operational Audits • External audit support
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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.