



Position Description

Title	OPERATIONAL SAFETY ADMINISTRATOR
Business Unit – Safety & Assurance	
Locations:	Auckland or Christchurch
Reports to:	Operational Safety Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	September 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, One Airways, 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

The Operational Safety Team is responsible for Air Traffic Services, Technology and Aeropath safety investigations and Operational Safety reporting within Airways. It is also responsible for managing internal and external data requests, undertaking safety advisory activities, and supporting safety promotion activities.

The Operational Safety Team also takes a leadership role regarding best practice for measurement and monitoring of Operational Safety performance whilst ensuring compliance with relevant Civil Aviation rules.

Purpose of the Position

In this role, you will play a vital part in supporting our safety initiatives, ensuring compliance, and contributing to our mission of maintaining the highest standards of safety within the aviation industry.

Key responsibilities (but not limited to):

- Processing reports and collecting data such as ATC audio, and radar tracks for the purpose of safety investigations led by the team investigators. These can be both internal and externally driven requesters (e.g. CAA, TAIC or Air New Zealand).
- Providing administrative support to the Operational Safety Team, including transcribing audio, preparing analytical reports and maintaining safety documentation.
- Monitoring and updating safety performance data, helping to identify trends and areas for improvement.
- Monitoring document control processes, including the creation, review, distribution, and archiving of safety documents, ensuring all documentation is up-to-date, accessible, and compliant with regulatory standards.
- Supporting the development and implementation of operational safety policies, procedures, guides, and best practices.
- Liaising with internal and external stakeholders to promote safety awareness and engagement.

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	
Data management	<ul style="list-style-type: none"> ▶ Undertake initial triage, planning, data support and coordination for the Operational Safety team and the safety investigators. ▶ Generate investigation data and safety data as required. ▶ Coordinate production of operational safety reports, scoreboards/dashboards and metrics. ▶ Maintain databases in line with time critical deadlines.
Operational safety reporting	<ul style="list-style-type: none"> ▶ Collate/retrieve information to generate reports for the Safety Investigators, CAA, and OIA. ▶ Generate reports as requested, and for regular reporting from RRSMS/Scoreboard. ▶ Support the Operational Safety Manager in safety report writing for the Airways Executive and Board.
Safety Improvement and implementation	<ul style="list-style-type: none"> ▶ Provide relevant and timely information that supports decision making and monitoring of operational safety performance. ▶ Ensure that lessons learnt material and operational safety promotional material is circulated.
Self-Development	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance.

	<ul style="list-style-type: none"> ▶ Implements agreed development plans within agreed timeframes.
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.
Budget	<ul style="list-style-type: none"> ▶ Responsible for managing a budget of \$ NIL.
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$ NIL. ▶ Delegated financial authority for Operational Expenditure of \$ NIL.
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$ NIL.
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL.

Key Relationships / Customers	Nature of Relationship
Internal	
Operational Safety Team	Work within the team to further safety improvement within Airways.
Operational Safety Manager	Manager – reports to.
Safety & Assurance Team	Work collaboratively with.
Other Airways Business Units	Work collaboratively with.
External	
Regulatory bodies, including CAA, TAIC, NZALPA, OIA and others	Liaison as required.

Operational safety professionals, consultants and bodies	Liaison as required, mutual benefits from sharing of information.
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Formal Qualifications / Training / Experience	Required	Desirable
Previous proven experience (2+years) in administration role, preferably in the area of operational safety.		✓
Aviation experience and knowledge, preferably with piloting, flight services or ATC experience.	✓	
Previous experience (2+years) with safety systems or in operational safety in a similar role or industry.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office, including advanced MS Excel skills and databases.	✓	
Experience with RRSMS would be an advantage.		✓
Exceptional organisational and communication skills and an enquiring mind.	✓	
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
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.	✓	
Customer & Partnership Focused - 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.		
Planned & Organised - 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.		✓

Our values underpin everything we do



We are **safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



We strive for **excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do.



We are **One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration.



We celebrate **success**

We recognise our people's achievements, big and small, and celebrate our successes.