



## Position Description

Title	Maintenance Manager National Support
<b>National Operations &amp; Maintenance</b>	
Locations:	Christchurch
Reports to:	National Operations & Maintenance Manager
Direct Reports:	3
Indirect Reports:	28
Date:	October 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](http://www.airways.co.nz/about).

### Business Unit Purpose

The Technology business unit 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.

### Purpose of the Position

To lead the National Support Maintenance Teams which includes; the 7/24 Technical Coordinators who work alongside the Air Traffic Supervisors monitoring and coordinating all technical projects, planned and unplanned maintenance work across NZ; the Central Workshop who repair rotables; the Calibration Lab that procures, calibrates and repairs Airways test equipment; and the System Specialists who provide second level technical support to Airways Monitoring, major projects and key assets during their lifetime.

## 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

Leadership	<ul style="list-style-type: none"> <li>▶ Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.</li> <li>▶ Be a role model for our shared values.</li> <li>▶ Provide leadership to develop and build an engaged and high performing team.</li> <li>▶ Manage performance of individuals and business the area ensuring objectives and operational requirements are achieved.</li> <li>▶ Make effective decisions and balance priorities, ensuring escalation at the appropriate timeframes.</li> <li>▶ Provide specialist technology coaching to the wider team as needed.</li> </ul>
Planning and Work Control	<ul style="list-style-type: none"> <li>▶ Manage resources to ensure all work is appropriately scheduled and completed in accordance with the maintenance program.</li> <li>▶ Manage unscheduled work for completion in the shortest period.</li> <li>▶ Contribute to the annual business planning process.</li> <li>▶ Lead the team to achieve high efficiency and utilisation of resources.</li> <li>▶ Provide leadership that drives cost effectiveness through appropriate work allocation, maximum work output, and minimum waste.</li> <li>▶ Monitor all project activity to ensure adherence to the project plan and manage projects as required.</li> <li>▶ Manage team resources to ensure an appropriate balance between routine maintenance and project activity.</li> <li>▶ Cooperate with external or interdepartmental services as may be necessary.</li> <li>▶ Undertake assignments to improve national standards and processes.</li> <li>▶ Optimise the maintenance program for the equipment under your control. Recommending changes to the Manager National Operations and Maintenance.</li> <li>▶ Manage teams work quality to meet the appropriate standards and certification of staff.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Remain aware of and comply with the maintenance obligations contained within supplier agreements relevant to the Unit.</li> <li>▶ Manage work performance and standards to meet approved specifications and configurations of equipment and ensure there are safe and tidy work environments.</li> <li>▶ Strive to improve standards by continuously improving maintenance practices and service delivery at unit and national levels.</li> <li>▶ Implement and manage processes to recognise and reduce system deficiencies.</li> <li>▶ Assign and lead specialised teams to address facility malfunctions.</li> <li>▶ Ensure that the Computerised Maintenance Management System (CMMS) data entry is correct and timely. Ensures work performed does not compromise the approved specifications or configuration of the equipment being maintained.</li> <li>▶ Oversee the operation of the three teams, monitoring workflow to ensure work performed is within the team's capability, turn-around-time is minimised, productivity is high, and work is cost effective.</li> </ul>
<p>Financial Management</p>	<ul style="list-style-type: none"> <li>▶ Manage team budgets by within approved limits, monitoring actual costs against budgets and evaluating alternative means of service delivery.</li> <li>▶ Identify and maintain familiarity with cost of external resources relevant to the team's activities.</li> <li>▶ Manage quotes and tender documents as and when required.</li> <li>▶ Prepare and submit the annual Test Equipment Capex in concert with the Calibration Lab Team Leader.</li> </ul>
<p>Customer Focus</p>	<ul style="list-style-type: none"> <li>▶ Consult with customers to ensure facilities and services meet current and future needs.</li> <li>▶ Prioritise and allocate resources according to needs.</li> <li>▶ Manage customer service levels by meeting or exceeding SLAs and understanding customers' business and technology requirements.</li> <li>▶ Deliver high performing systems by understanding the technologies and proactively eliminating deficiencies.</li> <li>▶ Actively contribute to equipment reliability assessments to improve system availability.</li> <li>▶ Implement and participate in quality improvement projects and reviews.</li> <li>▶ Develop a thorough understanding of user needs and how these differ to suggest solutions that work for individual audiences.</li> </ul>

<p>Governance</p>	<ul style="list-style-type: none"> <li>▶ Accountable for unit compliance to meet the provisions of the Management Manuals and CAA Regulations.</li> <li>▶ Assist and advise senior managers on matters relating to the safe operation of the technical systems.</li> <li>▶ Maintain familiarity with the technology relevant to team responsibilities.</li> <li>▶ Monitor deficiency trends and initiate modifications to equipment or maintenance, specifications, or to the equipment replacement plans as appropriate.</li> <li>▶ Create and implement agreed strategic initiatives for the team that align with Airways strategies.</li> </ul>
<p>Asset Management</p>	<ul style="list-style-type: none"> <li>▶ Organise and manage (in partnership with Engineering) the digital asset life cycle.</li> <li>▶ Maintain records of all assets in the CMMS by maintaining relevant asset metadata incorporating industry standards and ACNZ's unique requirements.</li> <li>▶ Understand tools available internally and externally to devise solutions that are flexible for Airways' use while making Airways processes more efficient.</li> </ul>
<p>Administration</p>	<ul style="list-style-type: none"> <li>▶ Maintain effective relationships with customers and suppliers, complying with and managing agreements where necessary.</li> <li>▶ Provide reports as and when required.</li> <li>▶ Manage records in accordance with Regulatory and Company requirements.</li> <li>▶ Maintain locally based spare parts in accordance with company requirements.</li> <li>▶ Perform other duties as may be required from time to time.</li> </ul>
<p>Self-Development</p>	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> </ul>
<p>Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>▶ Responsible for pro-actively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors.</li> <li>▶ Accountable for providing a safe work environment and implementing Airways health &amp; safety systems for all staff and contractors.</li> <li>▶ Accountable for creating a culture that promotes health &amp; safety Responsible for ensuring staff and contractors understand their health &amp; safety obligations including obligations to keep Airways secure.</li> <li>▶ Responsible for driving continuous improvement in all aspects of health &amp; safety and ensuring any current or new work practices are assessed for potential safety impact and they deliver on safety excellence.</li> </ul>

Travel Requirement	▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	▶ Responsible for managing a budget of approximately \$5M (combined CAPEX, REV and OPEX).
Financial Delegation	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for Capital Expenditure of \$1M (varies depending on projects).</li> <li>▶ Delegated financial authority for Operational Expenditure of \$100,000 for single transactions and with an annual budget of circa \$5M.</li> </ul>
Contractual Delegation	▶ Signing Authority to a limit of \$100,000 or as per project DFA.
Legislative Owner	▶ NIL.

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
Business Unit Managers	Key stakeholders and customers
Project Management Office	Work collaboratively with to deliver key projects
Team Leaders, Technicians & Electricians	Manage.
<b>External</b>	
Suppliers	Liaise in regard to contract terms.

Formal Qualifications / Training / Experience	Required	Desirable
Extensive and broad experience in Communications, Navigations, Surveillance and Air Traffic Management (CNS/ATM) Technologies.	✓	
Bachelor's degree in engineering, technology or business management (or equivalent experience demonstrated through previous positions held).	✓	
Qualification in RF, electro-technologies, mechatronic or similar engineering disciplines.	✓	
Prior success in managing the development and delivery of Technology-based services.	✓	
Moderate capability using MS Office products.	✓	

Previous experience in and a genuine passion for the aviation, transport, or technology industries.		✓
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Key Competencies / Skills / Knowledge	Required	Desirable
Proven leadership experience of technical teams and people, preferably within a collectivised environment.	✓	
Excellent analytical and work planning skills.	✓	
Self-motivated, able to work with minimal supervision and to tight deadlines.	✓	
Exceptional interpersonal skills and excellent verbal and written communication skills; the ability to interact professionally with a diverse group including senior managers, vendors, professionals, etc. and present credibly.	✓	
<b>Our Values</b> - 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.	✓	
<b>Coaches</b> - Understands and identifies development needs; provides regular feedback on behaviour and style as well as technical skills; jointly creates action plans which utilises a range of development options; coordinates development initiatives to consolidate learning giving real opportunities through delegation.	✓	
<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>Enthuses &amp; Inspires</b> - Is enthusiastic about what they do; is driven and has 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>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>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>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.	✓	

## 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