



## Position Description

<b>Title</b>	<b>Flight Service Officer – Paraparaumu Tower</b>
<b>Air Traffic Support Services</b>	
Locations:	Paraparaumu
Reports to:	Team Leader, Paraparaumu
Direct Reports:	N/A
Indirect Reports:	N/A
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

To ensure the safe, efficient, cost effective and customer focused delivery of Air Navigation Services throughout New Zealand’s Flight information region.

### Purpose of the Position

To provide an Aerodrome Flight Information Services at Milford Sound, as detailed in the Manual of Air Traffic Services and Local Unit Orders.

### 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

<ul style="list-style-type: none"> <li>▶ Operational Safety &amp; Performance</li> </ul>	<ul style="list-style-type: none"> <li>▶ To provide an aerodrome flight information and alerting service and comply with procedures detailed in local unit orders</li> <li>▶ To act as a relay station for and work in co-operation with other sectors/units</li> <li>▶ To render all possible assistance to aircraft in normal operation or otherwise</li> <li>▶ To maintain a listening watch on designated frequencies</li> <li>▶ To maintain an approved display of all aircraft for which the service is being provided for</li> <li>▶ To originate NOTAM requests and navigational warnings as required</li> <li>▶ To maintain the operating position during the period of watch unless properly relieved</li> <li>▶ To maintain such records as may be required</li> <li>▶ To accept flight plans and brief aircrew on NOTAM, meteorological information and air traffic service procedures as required</li> <li>▶ To provide information and reports on meteorological and aerodromes conditions</li> <li>▶ To keep safety front of mind and manage operational risks and hazards appropriately</li> <li>▶ To contribute to the administration of the tower</li> <li>▶ To monitor own performance and seek development opportunities to improve</li> <li>▶ To travel and attend position related Airways courses</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 proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
<p>Travel Requirement</p>	<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>
<p>Budget</p>	<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	▶ Signing Authority to a limit of \$ NIL
Legislative Owner	▶ NIL

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
Senior Flight Service Specialist – Paraparaumu	Reports to
Airways System Staff	To discuss operational issues
Airways Head Office Staff	To discuss operational issues
<b>External</b>	
Kapiti Coast Airport Holdings Limited	Liaise with as required
Civil Aviation Authority	Liaise with as required

Formal Qualifications / Training / Experience	Required	Desirable
Recent experience in Air Traffic Services as either Air Traffic Controller, Flight Service Specialist, or Flight Data officer with a Flight Service Trainee Licence, or; Background in aviation with either Commercial Pilot Licence or working towards one	✓	
Motor Vehicle Driver Licence		✓
Air Traffic Service Licence		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Effective communication and keyboard skills	✓	
Displays initiative and a proven ability to work well under pressure	✓	

Proven ability to multi-task and prioritise work	✓	
Proven ability to work independently as well as in a team environment	✓	
Good knowledge of aircraft performance	✓	
Basic knowledge of mountains terrain effect on weather		✓
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.	✓	
<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>Dealing with Pressure</b> - Copes with complex problems calmly; maintains a good rapport with people in stressful situations; manages 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; 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>Makes Decisions</b> - Prepared to make decisions, within limits of authority and does so in a timely manner; balances the needs of staff and operational needs; makes decisions which are consistent with the values; pre-emptively identifies staff issues and situations.	✓	

## 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