



Position Description

Title	Head of Business Development
Airways International Ltd (AIL)	
Locations:	Auckland, Wellington or Christchurch
Reports to:	General Manager Commercial
Direct Reports:	Approximately 5
Indirect Reports:	NIL
Date:	March 2025

Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services training, simulation & selection solutions, uncrewed traffic management, aeronautical information management, flight procedures and aviation consultancy services to the global aviation industry.

As pioneers and market leaders, we partner with some of the best in the industry to develop and deliver world-leading products and services. To learn more about our people and organisational structure, check out www.airwaysinternational.com

Purpose of the Position

The purpose of this role is to lead and drive the commercial team to grow the AIL business through international and domestic market development, strategic partnerships, sales support, bid management, sales, contract management and establishing and maintaining customer relationships. The aim of the commercial function is to leverage AIL's presence and ensure international market expansion of AIL services and products via global and local partnerships.

Other accountabilities include overseeing the commercial and sales bid framework, and contract execution while working collaboratively with the AIL product and services specialists and teams within AIL to ensure customer and strategic partner objectives are met.

The Head of Business Development will lead the commercial teams within AIL and:

- Lead and manage the Commercial team to foster a positive performance-based environment, ensuring AIL meets its strategic and business goals.
- The Head of Business Development will work closely with the GM Commercial to determine the appropriate structure for the Commercial team to ensure successful alignment and achievement of strategic and business goals for the Commercial team.
- Leverage Airways resources to create commercial opportunity and success.

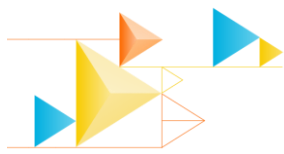


- Lead and manage AIL's business development function, supporting the identification of new markets, establishing and maintaining strategic partnerships, and securing opportunities within target markets.
- Interpret, articulate, and establish commercial management processes, including:
 - ▶ Creating professional, technical proposals to achieve high conversion ratios.
 - ▶ Establishing and maintaining competitive pricing templates to support sales.
 - ▶ Preparing business cases and supporting documentation for investment and revenue opportunities requiring Executive or Board approval.
 - ▶ Review and update the sales commission scheme.
 - ▶ Close sales in line with annual sales targets.

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"> ▶ Articulate and interpret Airways vision to ensure it is embraced by both staff and customers, driving the company's strategic direction. ▶ Exemplify leadership and enthusiasm by role modelling professionalism and embodying Airways values. ▶ Act as a dynamic ambassador for Airways nationally and internationally, promoting the company's profile and fostering strong relationships with stakeholders, shareholders, customers, employees, regulators, and strategic partners. ▶ Inspire and empower staff by providing the necessary skills, resources, and continuous feedback to identify and capitalize on business opportunities, translating them into sales and long-term profitable relationships. ▶ Set and manage clear objectives for staff, ensuring alignment with Airways goals, and contribute to the strategic direction and business development of the wider leadership team.
Growth of Market Development	<ul style="list-style-type: none"> ▶ Clarify goals, strategies and workplans for the team ▶ Lead market expansion efforts by actively identifying, cultivating, and acquiring new customers in both existing and potential markets, ensuring continuous business development. ▶ Coordinate commercial activities to deliver client needs, enhancing customer satisfaction and loyalty. ▶ Maintain a robust business pipeline with a strong focus on developing new business opportunities and expanding the client base, ensuring sustained growth.



	<ul style="list-style-type: none"> ▶ Develop and implement metrics to optimise customer value and market success, while setting and tracking sales goals and marketing objectives with the GM.
Strategic Partnerships	<ul style="list-style-type: none"> ▶ Forge and nurture senior-level relationships with strategic partners, seizing opportunities to represent the business on a global stage and drive transformative growth. ▶ Elevate and champion the Airways brand by celebrating and sharing the success stories and impactful results of our investments, solidifying our reputation as industry leaders. ▶ Continuously explore and anticipate aviation sector trends, positioning our business strategy to harness emerging technologies and advancements.
Customer Relationship Management	<ul style="list-style-type: none"> ▶ Ensure global customers liaise with the appropriate commercial team member through all stages of the customer lifecycle and across all portfolio business activities within AIL. ▶ Ensure excellent relationship management processes and programmes are in place across all of AIL such that customer’s unique needs are fulfilled by all staff and best practice in AIL relationship management is achieved. ▶ Maintains excellent relationships with stakeholders through multi-business projects alongside the GM Commercial and other Business Unit Owners. ▶ Works closely with Business Unit Owners to ensure after-sales support structures are in place and effective across the entire AIL portfolio.
Bid and Contract Management	<ul style="list-style-type: none"> ▶ Owns the bid management processes and tools, ensuring consistent best practice across all of AIL. ▶ Through strong customer relationships move the organisation from reactive bid-response mode to proactive opportunity development, helping customers develop requirements and increasing the win-rate of Airways bids. ▶ Ensure coordination and cooperation across the business units to best serve Airways’ growth goals. ▶ Drives a consistent approach to contract management ensuring AIL’s interests are properly represented in the contract process. ▶ Is responsible for managing the risks inherent in contracting with global customers, and to work with the Legal team to minimise these risks (ie liability, liquidated damages, insurance, jurisdiction, etc).



	<ul style="list-style-type: none"> ▶ Is responsible for managing the risks inherent in collection of revenue from global customers, and to work with the Finance team to minimise the opportunity for customers to default on payments (i.e., insurance, LoC's, hedging, etc).
Sustainable Commercial Growth and Profitability	<ul style="list-style-type: none"> ▶ Develop comprehensive business planning, growth, and investment strategies to protect and monetize intellectual property and innovative ideas. ▶ Utilise Airways' operational expertise and intellectual property to form value-adding partnerships. ▶ Foster a business culture that encourages entrepreneurial thinking, agile decision-making, and rewards innovation. ▶ Establish key performance indicators (KPIs) and drive business performance to meet and exceed these targets. ▶ Exercise sound corporate governance while managing costs effectively.
Self-Development	<ul style="list-style-type: none"> ▶ Maintains an awareness of trends and best practice in ATS including research into new technologies and application as appropriate. ▶ Monitors own performance and seeks development opportunities to improve own knowledge, skills and performance. ▶ Undertakes training as required to meet continued professional development.
Health & Safety	<ul style="list-style-type: none"> ▶ Proactively demonstrate Airways' safety values ensuring principles are clear to all staff and contractors. ▶ Provide a safe work environment, implement health & safety systems, and promote a culture of health & safety. ▶ Drive continuous improvement in health & safety, ensuring staff and contractors understand their obligations and assessing new work practices for safety impact
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 \$1.5m
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$0.25m ▶ Delegated financial authority for Operational Expenditure of \$0.5m
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$0.5m
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL



Key Relationships / Customers	Nature of Relationship
Internal	
GM Commercial	Manager, reports to
AIL Commercial Team	Direct reports - work collaboratively with to deliver key projects
AIL Leadership Team	Work collaboratively with to develop and execute strategy
AIL and Airways people	Work collaboratively with to deliver key projects
External	
Customers and Clients	Key stakeholders and customers
Suppliers	Key stakeholders

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (degree) in a business or relevant field.		✓
8+ years' experience in sales and marketing, business development, international business, exporting education with an excellent track record of success in business growth and profitability.	✓	
Demonstrated success in entrepreneurship, negotiations and bringing products to market in venture based, innovation orientated industries globally.	✓	
Proven experience as an effective and strong leader, ideally from business development environments with both international and domestic perspectives.	✓	
Project management qualification and/or relevant business experience.	✓	
Experience in planning and solid financial / investment decision-making, preferably gained in an entrepreneurial environment or commercial aviation services provider.	✓	
Strong commercial business acumen and sales and revenue focused. Proven experience in delivering strong sales results.	✓	

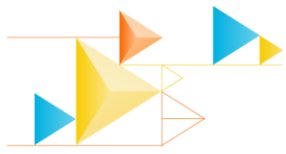


Key Competencies / Skills / Knowledge	Required	Desirable
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
Committed team player who is motivated, enthusiastic and is able to use initiative.	✓	
Excellent written, verbal, and non-verbal communication skills and can adapt to the communication needs of others	✓	
Demonstrated interpersonal skills and influencing and collaborative behaviours and the ability to work with diverse teams and people.	✓	
Knowledge of air traffic management products and services.	✓	
Culturally sensitive working in the international market, considerate and confident when dealing with others.	✓	
Our Values - Demonstrates the Airways/AIL 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.	✓	

Airways Leadership Competencies			
Safety Led Mindset	How you engage, connect and led	<p>You understand that a healthy safety culture and a safe workplace require continuous cooperative and collaborative workplace interaction. Your understanding of the risks and implications of decisions made, informed by open conversations with subject matter experts as well as those impacted, is used to mitigate risks in a proactive way. You demonstrate confidence and expertise in safety while seeking to eliminate personal biases, have humility, and improve knowledge and understanding on a personal and organisational level.</p>	✓



Work out what matters to Airways	Analytical Thinking	Explore the information and data available, and analyse it effectively to generate good solutions. Use your expertise well, and make sure the direction you're taking and priorities you set are evidence based and grounded in quality analysis.	✓
	Strategic & Creative Thinking	Look at what's happening in other parts of Airways, and outside Airways. Consider how to innovate and do things differently. Think about the future, and make sure the direction you're taking will help Airways succeed in the long term, not just today.	✓
Commit & Communicate	Resilience	Deal with your own concerns about change and you reaction about the direction of the organisation, and don't let that reaction be a barrier to success. Be open to changes and take a positive view even if things aren't perfect. Keep it together when things get tough.	✓
	Communicating & Influencing	Explain the direction to others, and connect the dots between the day to day and the big picture so that they can see how what they do matters. Communicate early, broadly, often and in a variety of ways, and be ready to persuade others that this is the right direction.	✓
Take ownership & help others do the same	Supporting & Collaborating	Create an environment that encourages people and helps them feel supported. Consult with your team and get them involved, show you're listening and that you trust them. Be patient, honest and empathic when it comes to dealing with people who are unhappy or worried. Recognise and reward good behaviours and good outcomes. Be genuine, respectful and walk the talk when it comes to upholding values, ethics and integrity.	✓
	Taking Ownership and Leading	You're a leader, so take responsibility and be accountable. Take responsibility for making decisions that need to be made, even if they're tough decisions or involve some risk.	✓



		Set clear standards and expectations for your team about their behaviour and their performance, and give constructive feedback regularly. The standard you walk past is the standard you accept.	
Deliver on Commitments	Planning & Executing	Turn the direction into a plan, with clear progress points, then deliver to that plan. Track progress and update the plan as needed to ensure you deliver on your commitments. Flag issues and problems early and often, don't try and sweep them under the carpet.	✓
	Showing Drive	Set ambitious goals for yourself and your team, and show enthusiasm and energy about working towards them. Challenge yourself and your team to seek out opportunities to develop and take on increased responsibility.	✓

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.