



Position Description

Title	TEAM LEADER – QUEENSTOWN TOWER
Air Traffic Services	
Location:	Queenstown
Reports to:	Tower Operations Manager
Direct Reports:	Tower Air Traffic Controllers
Indirect Reports:	N/A
Date:	April 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 provide safe, orderly and efficient aerodrome and approach services, flight information, and alerting air traffic control services to Airways' customers.

Purpose of the Position

To assist the Tower Operations Manager to ensure the safe and efficient delivery of Aerodrome Air Traffic Control services to our customers.

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

- ▶ Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.
- ▶ Be a role model for our shared values. Leads by example both operationally and as a manager.
- ▶ Provide leadership to develop and build an engaged and high performing team.
- ▶ Manage performance of individuals and business area ensuring objectives and operational requirements are achieved.
- ▶ Gives all staff ongoing constructive feedback (including yearly reviews) on their performance and have development needs and personal goals identified, and addressed through on-the-job training or other actions.
- ▶ Ensure staff training is carried out to meet the needs of service delivery and the National ATS Training Plan.
- ▶ Recommends team staff appointments. Identifies and works to develop two or three successors who have capability to replace your role. Identifies and nurtures other high potential staff members.
- ▶ Meets at least bi-annually with all direct reports as a group (or in groups where one group is not possible) to communicate organisational and functional direction and the performance of the team over the last year. Works to build a healthy relationship between team members.
- ▶ Drives a positive culture of innovation and improvement that instils an ethos of professionalism and positive attitude towards change across the team.

Governance

- ▶ Ensures that the Unit complies with Corporate and Regulator policies and standards. Approve expenditure within budget limitations, and within prescribed delegations.
- ▶ To assist and advise the Tower Operations Manager on matters relating to the safe operation of the Unit for which that manager has responsibility.
- ▶ Recommend procedure design/change that will provide more effective and efficient services.
- ▶ Ensures the implementation of agreed strategic initiatives. Any concerns about an initiative will be raised at the appropriate time but once a direction has been decided, leadership will be shown in its implementation.

	<ul style="list-style-type: none"> ▶ Carry out tasks as assigned by the Tower Operations Manager to support the business.
Unit and financial management	<ul style="list-style-type: none"> ▶ Provide staff planning and budgeting information to the Tower Operations Manager. ▶ Assisting the Tower Operations Manager with business planning. ▶ Investigate ways to improve efficiency and minimise the cost of all activities whilst fulfilling agreed customer needs. ▶ Manage activities to ensure expenditure occurs as planned. ▶ Take ownership of the tower facility as a location of work and make recommendations on facilities and services to the Tower Operations Manager.
Customer focus	<ul style="list-style-type: none"> ▶ Attend regular user group meetings and represent Airways to further local operational objectives ▶ Maintain day-to-day customer relationships in the local area ▶ Ensure efficient and effective communication is maintained between all interested parties, internal and external, in particular with the local airport and user groups ▶ Work with the Tower Operations Manager to ensure they have up-to-date and relevant information as it pertains to Airways local stakeholders.
Quality control	<ul style="list-style-type: none"> ▶ Reporting fortnightly to the Tower Operations Manager on unit issues, which will have an effect on the services provided. ▶ Be prepared to take necessary leadership action in times of emergency or unscheduled events, regardless of when they occur.
Self-Development	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes. ▶ Operational currency to be maintained.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for proactively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors. ▶ Accountable for providing a safe work environment and implementing Airways health & safety systems for all staff and contractors. ▶ Accountable for creating a culture that promotes health & safety Responsible for ensuring staff and

	<p>contractors understand their health & safety obligations including obligations to keep Airways secure.</p> <ul style="list-style-type: none"> ▶ Responsible for driving continuous improvement in all aspects of health & safety and ensuring any current or new work practices are assessed for potential safety impact and they deliver on safety excellence.
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 operating within approved budgets
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$ Nil ▶ Delegated financial authority for Operational Expenditure of \$10,000
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	
Tower Operations Manager	Reports to, works collaboratively with
DTLs/Senior Controllers	Work collaboratively with, leads and influences
Tower Air Traffic Controllers	Work collaboratively with, leads and influences
Other ATS Managers and Team Leaders	Work collaboratively with, ensuring seamless ATS work delivery
Other Business Units	Provide subject matter expertise to assist the Tower Operations Manager to deliver key projects or business objectives
External	
Customers	Work collaboratively with Airlines and Airport Companies

Formal Qualifications / Training / Experience	Required	Desirable
A validation for the tower or similar NZ tower	✓	
An ATS Instructor (OJT) qualification with recent experience in the OJT role		✓
An ATS Instructor Check (CHK) qualification with recent experience in the Checker role		✓
Have attended or be willing to attend Risk management training	✓	
Have attended Airways Drug & Alcohol Awareness Training or be willing to attend such training in due course.	✓	
Have demonstrated or be willing to drive, lead or participate in change management	✓	
Have demonstrated making positive contributions to the sector and our company	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
Accountable – Owns 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.	✓	
A knowledge of MS Office products and elementary computing skills	✓	
Coaches - 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.	✓	
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.	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
<p>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.</p>	✓	
<p>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.</p>	✓	
<p>Dealing with Pressure - 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.</p>	✓	
<p>Enthuses & Inspires - 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.</p>	✓	
<p>Is Visible - Gets out of the office and is visible in the workplace and at crucial meetings; takes the time to know staff as individuals; is empathetic; 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.</p>	✓	
<p>Makes Decisions - 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.</p>	✓	
<p>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</p>	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
customer; works on a number of jobs simultaneously without any dropping off.		
<p>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.</p>	✓	

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