

Position Description

Title: Business Services Administrator and Marketing Assistant			
Business Unit:	Business Services	Business Group:	AIL
Reports To:	Head of Business Services	Direct Reports:	Nil
		Indirect Reports:	Nil
Location:	Christchurch	Date:	April 2025

Overview

Airways International Limited (AIL) is the commercial arm of Airways New Zealand – providing training, digital products, aeronautical information management, procedure design and aviation consultancy services globally to air navigation service providers, airlines, and airports.

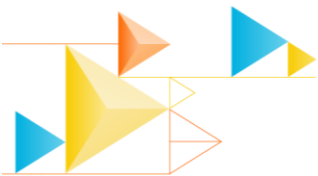
Purpose of the position

The purpose of this role is to provide administration and marketing assistance to Airways International, by supporting a variety of finance tasks and projects, and working closely with the Marketing and Communications team on marketing initiatives, including social media.

You'll have a varied role with focuses that change throughout the year based on business priorities.

As our Business Services Administrator and Marketing Assistant, your role is responsible for:

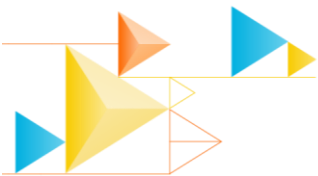
- ▶ Supporting the delivery of a range of business services to the wider AIL team, with a customer focused approach
- ▶ Support of finance processes, such as purchase orders, invoicing and payments reconciliations
- ▶ Providing support to assist with bid proposals, presentations, creation of marketing collateral and communications, including social media content
- ▶ Assisting with the coordination and planning of events and VIP visits, including domestic and international travel arrangements
- ▶ Developing and maintaining digital content on AKO (Airways Knowledge Online)
- ▶ Conducting targeted market research and market intelligence, from initial analysis to interpreting trends, patterns, and correlations.



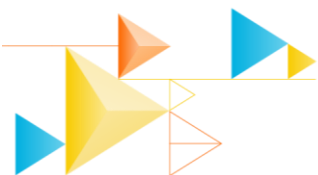
General

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 Accountabilities	
Project & Initiative Support	<ul style="list-style-type: none"> ▶ Works with the Business Services team on projects, helping to facilitate seamless delivery of project milestones, ensuring key deadlines and deliverables are met. ▶ Serve as a crucial resource to enable the business to scale up during critical projects or initiatives. ▶ Assist with Airspace World and other key trade show events
Finance	<ul style="list-style-type: none"> ▶ Ensure timely execution of finance processes, including purchase orders, payment processing, invoicing, and pCard reconciliation ▶ Responsible for setting up students records and processing course fees within the Public Trust, including providing audit support at the end of the financial year.
Marketing & Communications	<ul style="list-style-type: none"> ▶ Responsible for creating engaging video reels to promote ATC training, including analysing performance metrics to optimise future content and maximise reach and engagement ▶ Support our in-house graphic designer with page layouts for brochures, internal communications and other published or printed online material by using application software such as Adobe Creative Suite. ▶ Contribute to creating internal news items and weekly snippets on AIL's team portal. This involves collaborating with other business units to gather relevant news items and writing clear and engaging content. ▶ Assist the Marketing and Comms Manager with drafting media releases and be responsible for their set up on AIL's website, ensuring they are properly formatted, visually appealing and easily accessible to readers ▶ Support website content updates, improve SEO, and conduct audits.
AKO Virtual Academy	<ul style="list-style-type: none"> ▶ Support the Digital Tech team with creating and maintaining eLearning course content and the AKO (Airways Knowledge Online) platform ▶ Be a key member of the AKO Governance team, with a dedicated focus on continuous improvement



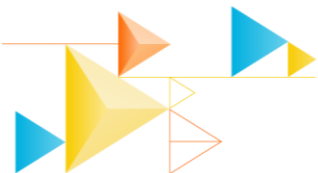
Key Areas of Accountabilities	
General Business Support	<ul style="list-style-type: none"> ▶ Contribute to the planning and organisation of events, functions, and VIP visits, including travel and accommodation for visitors as required. ▶ Monitor and purchase café supplies and stationery inventory. ▶ Format and update written materials provided in multiple formats, including hard copy, Word, Excel, PowerPoint and Adobe Acrobat. ▶ Responsible for booking staff travel both domestic and international ▶ Carry out such other duties as may be assigned by the Head of Business Services.
Business Development	<ul style="list-style-type: none"> ▶ Support the Commercial team with bid preparation in adherence with brand guidelines and graphics ▶ Conduct targeted market research and gather intelligence, from preliminary analysis to interpreting trends and patterns.
AIL Knowledge Hub	<ul style="list-style-type: none"> ▶ Keep processes and procedures documented, ensuring that knowledge hub articles reflect current practices.
Quality Control	<ul style="list-style-type: none"> ▶ Ensure agreed processes are followed ▶ Comply with the provisions of relevant legislation and governance requirements, including financial delegations
Self-Development	<ul style="list-style-type: none"> ▶ Be open to feedback and seek opportunities to improve knowledge, skills, and performance ▶ Develop knowledge of AIL's services and product suite.
Professionalism	<ul style="list-style-type: none"> ▶ Promote the vision of the organisation both internally and externally ▶ Demonstrate professional behaviour and excellent work habits that support a positive, performance-based environment, including respect for confidentiality ▶ Represent AIL professionally and enthusiastically.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for proactively demonstrating Airways' values ▶ Responsible for operating in a safe manner and striving for continuous improvement in health & safety throughout the business ▶ Responsible for ensuring AIL/Airways security is maintained at all times ▶ Accountable for proactively raising health or safety issues in line with AIL/Airways safety management system and participating in position-related health & safety training.



Key Relationships/Customers:	
Internal	Nature of the Relationship
Head of Business Services	Manager, reports to
Marketing & Comms team	Work collaboratively with to deliver work
Digital Technology team	Work collaboratively with to deliver work
AIL and Airways people	Work collaboratively with to deliver work.
External	Nature of Relationship
Customers and partners	Key stakeholders and customers
Suppliers and Vendors	Ordering and payments processing.

Formal Qualifications / Training / Experience		
	Required	Desirable
Currently in final year of study or recent graduate of a New Zealand Tertiary Institution at degree level	✓	
Academic study in one or more of the following: Aviation, Commerce, Marketing, Project Management and Information Management	✓	
Proficient user of Microsoft Office suite, specifically Word (long documents), PowerPoint, Excel	✓	
Digital Content: experience in preparation and editing of electronic presentations and eLearning content		✓
Experience with Adobe Acrobat, InDesign, Photoshop and WordPress		✓
Quality Assurance: high level of accuracy and attention to detail.	✓	

Key Competencies/Skills/Knowledge		
	Required	Desirable
Problem solving, organisational and time management skills	✓	
Genuine passion for business and confident building relationships and networks across the business and with customers.	✓	
Demonstrated leadership capability outside academic studies.	✓	
Desire to continue training with the ability to apply the learning to real world situations	✓	



Key Competencies/Skills/Knowledge		
	Required	Desirable
Focus and determination with the energy and drive to get things done	✓	
Ability to use initiative and work independently as well as work collaboratively and contribute to team-based initiatives	✓	
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.	✓	
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.	✓	
Planned and 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.	✓	
Quality Focussed: Produces results that are of a constant high standard despite pressing deadlines; does work right the first time; is detail focussed; corrects own errors; produces accurate, thorough, professional work; plans own work activities in advance to ensure that all assignments are completed in a timely and quality manner; personally seeks to add value in every work assignment and notices opportunities to improve quality and takes action to do so.	✓	
Our Values: Demonstrates the 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.	✓	