



Position Description

Title	Manager Future Services
Air Traffic Services	
Locations:	Auckland or Christchurch
Reports to:	Head of ATS Support
Direct Reports:	5
Indirect Reports:	N/A
Date:	January 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 ensure the safe, customer focussed, efficient, cost effective and future focused delivery of Air Navigation Services, including Air Traffic Control and Management Services throughout New Zealand's Domestic and International Flight Information Regions.

Purpose of the Position

To facilitate delivery of the Air Traffic Services (ATS) future service vision as set by the General Manager Air Traffic Services and Head of ATS Support (HOAS). Engaging the required project delivery and subject matter expertise to ensure all capital projects and business led initiatives are delivered according to the assigned budget, time, and quality expectations, including but not limited to:

- ▶ Investment cases are developed and delivered according to the expectations of the HOAS. This includes risk and benefit analyses.
- ▶ Engagement with project delivery groups and specialists to ensure a fit for purpose outcome is achieved. This includes working with change management specialists, however the HOAS retains overall accountability for ensuring that the implemented plan matches the initial vision.

- ▶ Sourcing and leading subject matter expertise to contribute and deliver project requirements.
- ▶ Providing leadership and enhanced engagement for the implementation of new and emerging trends and technologies as per the ATS Operations Strategy.
- ▶ Deliver performance reporting on all identified risks, benefits, including customer, sustainability cost and quality expectations.
- ▶ Build and maintain strong relationships with key internal and external customers.
- ▶ Support the Heads of Operational Services roles to identify and deliver on business efficiencies and enhancements.
- ▶ Provide information and advice to the ATS Service Delivery team to establish priorities and ensure the achievement of consistent and coordinated delivery of key business projects and objectives.
- ▶ Undertake other tasks as part of being a member of the Service Delivery management team that may be required to ensure Service Delivery achieves its business objectives.

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"> ▶ 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 ▶ 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 ▶ Articulate and interpret Airways vision such that it is embraced and understood by staff and customers. ▶ Establish a personal presence throughout the business unit such that people are inspired, engaged, and motivated. ▶ Inspire a safety culture. ▶ Develop direct reports ensuring they have the skills to lead transformational change aimed at embracing rapidly changing technologies and dynamic customer demand.
Governance / Reporting and Analysis	<ul style="list-style-type: none"> ▶ Measure and report on improvement implementation performance against targets focussing on the objectives set by the HOSS. ▶ Identify and contribute to process improvement activities, working closely with the Heads of Service Delivery. ▶ Oversee the production and analysis of ATS data and Flow Management Systems.

<p>Transformation and Change</p>	<ul style="list-style-type: none"> ▶ Develop implementation plans according to the strategic initiatives set by the HOAS to ensure capital commitments and business initiatives can be delivered ▶ Ensure risks are identified, managed, and reported on to ensure HOAS is well informed
<p>Business / Commercial Management</p>	<ul style="list-style-type: none"> ▶ Prepare management reports for the HOAS, ensuring all delivery objectives are clearly articulated and any issues, risks or opportunities are captured.
<p>People Management</p>	<ul style="list-style-type: none"> ▶ Develop, coach, and manage performance of team members in accordance with Airways Values, objectives, and business plan. Identify objectives, monitor performance, and regularly provide feedback on individual and team performance. ▶ Provide clear and developed plans and objectives for any team members or supporting staff to ensure successful delivery according to Air Traffic Services Blueprint
<p>Relationship and Stakeholder Management</p>	<ul style="list-style-type: none"> ▶ Build and develop strong stakeholder relationships across the business and to key customers (internal and external) ▶ Able to identify and implement strategies when relationships are not at their best to improve ▶ Takes a holistic Airways approach to building relationships and managing stakeholders. This includes coordination with the Technology and Safety groups to ensure smooth implementation of change plans. ▶ Maintain the Technology Group and ATS combined strategy in conjunction with the relevant Tech Group lead.
<p>Self-Development</p>	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
<p>Health & Safety</p>	<ul style="list-style-type: none"> ▶ 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. ▶ 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 contractors understand their health & safety obligations including obligations to keep Airways secure

	<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 managing a budget of \$ TBA
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$ TBA ▶ Delegated financial authority for Operational Expenditure of \$ TBA
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$ TBA
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL

Key Relationships / Customers	Nature of Relationship
Internal	
Head of ATS Support	Direct reporting line
Head of Aerodrome Services Head of Surveillance Services (and teams)	Engage and support as required to ensure seamless delivery for customers, identifying and delivering on key improvement activities
ATS Leadership Teams	Engage and obtain service delivery issues and risks to assist with determining business improvement opportunities
Workforce Optimisation Team	Engage and support as required to ensure seamless delivery for customers, identifying and delivering on key improvement activities. Leverage off the opportunities identified by this team to improve the effectiveness of the ATS business group
Policy and Standards teams	Work collaboratively with to deliver continuous improvement, safety requirements and change initiatives. Maintain open dialogue with the P&S lead to ensure that our future services are compatible as far as desirable with ICAO and other ANSPs.
Customer Relationships	Work collaboratively with to ensure seamless, aligned customer management

Safety & Assurance business unit	Work collaboratively with regarding audit, policy compliance and org wide business improvement
Internal Service Delivery customers	Ensure aligned, joined up approach to proactively meet broader Service Delivery customer needs; work collaboratively to keep customer informed and up to date with service delivery changes/initiatives/improvements

External

Airport/Airlines	Delivery service excellence to, and be the key Operational point of contact
External agencies, aviation service providers, government agencies	Work collaboratively with Customer Management or Senior Leadership to engage with as required

Formal Qualifications / Training / Experience	Required	Desirable
Extensive experience in rapidly changing technology environments with responsibility for staff.	✓	
A successful record implementing transformational change with measurable impact on commercial outcomes, corporate culture, staff engagement, customer satisfaction and profit.	✓	
Proven success in the development of new services that meet customer demand and industry standards and achieve desired commercial outcomes.	✓	
Completion of leadership development training and change management/implementation.	✓	
Demonstrated ability developing excellent customer relations, interpreting customer demand, and enhancing services to meet demand.	✓	
Proven (people) performance manager with experience in coaching, fostering teamwork, succession planning, developing others, and giving feedback.	✓	
Advanced knowledge of aviation systems and associated legislative framework	✓	
Exceptional interpersonal skills demonstrated with recent, successful improvements in staff engagement and customer satisfaction.	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
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.	✓	
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.	✓	
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
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.	✓	
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.	✓	
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.		
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 customer; works on a number of jobs simultaneously without any dropping off.	✓	

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