



Position Description

Title	Flight Services Trainee
Air Traffic Support Services	
Locations:	Christchurch
Reports to:	ATSS Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	August 2025

Overview

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic services, 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.

Business Unit Purpose

To provide an Area Flight Information Service to Airway's customers operating outside controlled airspace in the New Zealand FIR.

Purpose of the Position

To provide an Area Flight Information Service, within the airspace designated in the ATSS Procedures, in accordance with the procedures and practices prescribed in the appropriate rules and instructions.

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

Flight Information	<ul style="list-style-type: none"> ▶ To render all possible assistance to aircraft in emergency or distress. ▶ To provide an Area Flight Information Service. ▶ To provide a Pre-Flight Information Service. ▶ To monitor and update data in the VFR SARTIME database and initiate Alerting Action as appropriate. ▶ To maintain a watch on the designated Flight Information frequencies ▶ To maintain, in the approved manner, a display of all aircraft for which the service is being provided ▶ To comply with procedures detailed in local unit orders. ▶ To maintain the operating position during the period of watch unless properly relieved. ▶ To maintain such records as may be required. ▶ To accept flight plans and modify them to meet ATS requirements. ▶ To monitor own performance and seek development opportunities to improve.
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.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training.
Budget	<ul style="list-style-type: none"> ▶ Responsible for managing a budget of \$ Nil
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$ Nil ▶ Delegated financial authority for Operational Expenditure of \$ Nil
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	
ATSS Team Leader	Report to and work collaboratively
ATSS Team	Work collaboratively
External	
Airways Customers	Deliver Services to

Formal Qualifications / Training / Experience	Required	Desirable
Successful completion of the 051 ATS Licencing Subjects Course.	✓	
Have held or hold an Aerodrome or Area Flight Information Rating issued by the New Zealand CAA.		✓
Effective communication skills, both written and oral	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
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.	✓	
Accountable - 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.	✓	
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.		
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.	✓	
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.	✓	
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.	✓	

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