



## Position Description

Title	Technology Group Business Support
<b>Technology Group</b>	
Location:	Christchurch
Reports to:	Senior Executive Assistant, Technology Group
Direct Reports:	Technology Group
Indirect Reports:	Nil
Date:	August 2025

### 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, 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](http://www.airways.co.nz/about).

### Business Unit Purpose

The Technology Group is responsible for the effective delivery, management and services of all technology disciplines within the air navigation services environment - engineering design, software design and development, technology architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance program development, project management, and logistics support.

The Business Support Group is responsible for the provision of administrative, program administrator and reception support to key management positions and teams across Airways.

### Purpose of the Position

The purpose of the role is to provide business support for the Technology Group. The role also provides reception cover on a rostered basis and contributes to Airways wider Business Support Group.

## 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"> <li>▶ Promote the vision of the organisation both internally and externally.</li> <li>▶ Set the standard for professional behaviour and excellent work habits that support a positive, performance-based environment.</li> <li>▶ Represent Airways professionally and enthusiastically.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>▶ Provide high quality administrative support for the managers, staff and visitors of Airways, including travel bookings, meeting arrangements, minutes, printing, document collation, courier/mailing, and stationery.</li> <li>▶ Support administration of our Learning Management System.</li> <li>▶ Provide technology support for the business team in key Microsoft 365 tools (such as Word, Excel, PPT, SharePoint and Teams) and core administrative processes (such as finance processing in Dynamics and TGAir purchase orders and invoicing) and document management.</li> <li>▶ Meet and greet visitors.</li> <li>▶ Manage one-off projects and events.</li> <li>▶ Provide reception cover on a rostered basis during morning/afternoon tea and lunch breaks.</li> <li>▶ Conduct administrative tasks in support of other business areas as required.</li> <li>▶ Provide cover for the Senior Executive Assistant during periods of leave.</li> <li>▶ Onboard new staff and contractors e.g. project managers, and also support with offboarding when required.</li> <li>▶ Complete Travel and Financial administration and associated tasks for the Technology Group.</li> <li>▶ Process monthly timesheets/invoices for all Project Managers and associated Project Delivery &amp; Project staff.</li> </ul>
Business Support Group	<ul style="list-style-type: none"> <li>▶ Attend the Business Support Group meetings and chair at least one meeting a year.</li> <li>▶ Where possible, provide assistance to the Business Support Group when required.</li> </ul>

Self-Development	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
Travel Requirement	<ul style="list-style-type: none"> <li>▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
Budget	<ul style="list-style-type: none"> <li>▶ Responsible for managing an <u>opex</u> budget of \$NIL.</li> </ul>
Financial Delegation	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for <u>capex business cases</u> \$NIL.</li> <li>▶ Delegated financial authority for <u>transactional expenditure</u> of \$NIL.</li> </ul>
Contractual Delegation	<ul style="list-style-type: none"> <li>▶ Signing Authority to a limit of \$NIL.</li> <li>▶ Please refer to <a href="#">Delegated Financial Authority Policy</a> for further information.</li> </ul>
Legislative Owner	<ul style="list-style-type: none"> <li>▶ NIL.</li> </ul>
Safety Sensitive	<ul style="list-style-type: none"> <li>▶ No.</li> </ul>

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
Senior Executive Assistant, Technology Group	Reports to and work collaboratively with
Technology Group teams	Work collaboratively with to support and deliver administration
Other Airways Managers	Support and work collaboratively with to support and deliver administration
Wider Airways staff and teams	Work collaboratively with.
<b>External</b>	

Customers and clients	Key stakeholders and customers
Suppliers	Key stakeholders.

Formal Qualifications / Training / Experience	Required	Desirable
Advanced IT skills in Microsoft Excel, Word, Outlook, and PowerPoint.	✓	
Proven experience in administration, booking travel, reporting and prioritising both time and varied work tasks	✓	
Experience within aviation, engineering or other technology-based industries.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Awesome team player who is motivated and enthusiastic and is able to use initiative.	✓	
Superior communicating skills, both verbal and written.	✓	
Demonstrated interpersonal skills for influencing and collaboration, along with the ability to work with diverse teams and people.	✓	
Culturally sensitive, considerate and confident when dealing with others.	✓	
<b>Our Values</b> - 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.	✓	
<b>Customer &amp; Partnership Focused</b> - 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.	✓	
<b>Communication</b> - 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.		
<b>Planned &amp; Organised</b> - 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.	✓	
<b>Quality Focused</b> - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.	✓	

## 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.