



Position Description

Title	Manager Technology Safety and Regulatory Compliance
Technology Group	
Locations:	Christchurch
Reports to:	Chief Information and Technology Officer
Direct Reports:	4
Indirect Reports:	3-4
Date:	September 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, 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

The Technology Group is responsible for designing, deploying, and maintaining the infrastructure that enables Airways to deliver its Air Traffic Management services nationally and within our Pacific FIR. Airways technical assets are spread widely across the country and form a resilient mission critical infrastructure of national significance. Systems are often located in areas that are remote.

Purpose of the Position

This is a senior management role intended to provide professional Risk, Compliance & Safety (RCS) good practice advice, guidance, and support to other peer level business unit managers within the Airways Technology Group (TG). The role will work in partnership with The Safety and Assurance business unit and the Airways Safety Management System (SMS) to proactively identify opportunities to improve Risk, Compliance & Safety outcomes across the technology group and deliver specific advice on resolution of key issues. This would include conducting analysis and actively leading the development and implementation of good practice systems, tools, documentation, and communication materials, and drive opportunities for continuous

improvement within the Technology Group. Responsibilities also include overseeing advice relating to engineering and quality standards and collaborating with the Safety and Assurance business unit in relation to ICAO and CAA obligations as they relate to the Technology Group.

This role will also be responsible for oversight of the Information Design team who are responsible for operational documentation such as MATS and TC Procedures and the maintenance of the Technology Information Framework (TIF). All of these provide guidance to ensure Airways operates within Civil Aviation Rule (CAR) Parts 171, 172 and 174 respectively and are part of the Technology Group regulatory landscape.

Within Airways' wider accountability under the HS&W Act 2015, this role is responsible for the Technology Group fulfilling its obligations and performing its duties within Line 1 of the 3 Lines of Defence model. Airways also has regulatory accountability to CAA for its Safety management System under rule part 100. This role will actively contribute to and support reporting within this rule.

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. ▶ Promote the vision of the organisation and represent Airways professionally and enthusiastically, both internally and externally. ▶ Lead by example and set the standard for professional behaviour and excellent work habits that support a positive, performance-based environment. ▶ Display discretion and confidentiality in all matters. ▶ Educating and supporting the business unit on good practice Risk, Compliance & Safety outcomes.
Stakeholder Relationships	<ul style="list-style-type: none"> ▶ Provide professional Risk, Compliance & Safety advice and support to TG managers of high-risk work areas for contractors across Technology. ▶ Partner with managers and employees to ensure Airways achieves excellence in Risk, Compliance & Safety performance. ▶ The provision of high-quality advice and guidance to peer. Technology Group unit managers in general legislation compliance through risk, environment and safety hazard

	<p>identification, risk assessment, risk management and incident reporting.</p> <ul style="list-style-type: none"> ▶ Support change management initiatives in relation to Risk, Compliance & Safety and enhance worker participation in all related engagement processes. ▶ Lead continuous improvement through training, coaching and building Risk, Compliance & Safety capability and culture. ▶ Support promotional Risk, Compliance & Safety campaigns and associated communications plans.
Risk, Compliance and Safety Management	<ul style="list-style-type: none"> ▶ Provision of advice and services to ensure Airways and specifically the Technology Group meets its employer commitment to all legislative requirements under the Health & Safety at Work Act and supporting legislation and regulations. ▶ Support any internal or external audit and assurance process within the Technology Group and aligned with Airways Three Lines Model to ensure Airways is able to evidence adherence to all relevant health and safety legislation and good practice standards. ▶ Plan, implement, review and evaluate Airways Technology Group progress to its legislative requirements, regulations and standards and key performance metrics. ▶ Ensuring that relevant policies and Technology Group requirements for the management of Risk, Safety & Compliance functions are in place and regularly reviewed to ensure they are operating effectively. ▶ Ensure all reporting and investigations are conducted in accordance with WorkSafe procedures and relevant legislation. ▶ Ensure there is a process of continuous improvement with regard to RCS and use audits to assess compliance and progress. ▶ Conduct risk assessments and investigations as required in a professional, transparent and open manner. ▶ Help ensure hazard identification, assessment, reporting and management processes are adhered to, and advise and support peer managers and employees to do so. ▶ Support effective incident management and reporting practices.
RCS Information and Reporting	<ul style="list-style-type: none"> ▶ Support Technology Group investigations and learning teams through facilitation of subject matter expertise, industry good practice advice, data provision and information to support decisions as part of the first line of defence model. ▶ Management of specialised tools that may be required to directly support this role in collaboration with the appropriate business units.

	<ul style="list-style-type: none"> ▶ Analysis and interpretation of Risk, Compliance & Safety data, documentation, systems, business requirements, external environment as needed to support peer Managers. ▶ Lead communication plans to distribute findings and recommendations and facilitate implementation of actions in line with the RACI model. ▶ Identify, classify and document the requirements for business processes and/or systems and review how these requirements might best be implemented.
RCS Promotion and Communication	<ul style="list-style-type: none"> ▶ Increase visibility of Risk, Compliance & Safety promotion and communication across the Airways Technology Group. ▶ Communicating broader Risk, Compliance & Safety information and the distribution of Airways Safety Management System (SMS) principles and associated processes.
Project / Initiative Deployment	<ul style="list-style-type: none"> ▶ Support in management and delivery of projects and initiatives to address safety risk, with a tailored and proportionate approach based on urgency and importance in conjunction with the Technology Management Team. ▶ Support the improvement of the Safety Management System. ▶ Develop and deliver new processes, guidance documents, and frameworks for the Technology team. ▶ Contribute to strategic planning.
Information Design	<ul style="list-style-type: none"> ▶ Ensure that the Information Design team is equipped and able to deliver to their regulatory and operational obligations for both Technology Group and Air Traffic Services. ▶ Ensure that the Technology Information Framework reflects our CAR Part 171 regulatory obligations and is maintained and improved as required.
Continuous Improvement	<ul style="list-style-type: none"> ▶ Drive a focus on continuous improvement through simplification, automation and innovation in Airways' health and safety procedures and processes, ▶ Oversee the provision of guidance and support in relation to relevant quality and engineering standards. ▶ Identify and lead ongoing improvements to portals and SharePoint hubs and sites owned by Technology and Safety & Assurance Teams. ▶ Champion continuous improvement of the Safety Management System (SMS) in respect to Health and Safety and any other elements related to the RCS function of the role.
Manage Key Relationships	<ul style="list-style-type: none"> ▶ Build professional relationships at all levels to foster collaborative working. ▶ Work cross functionally within our organisation to deliver projects as needed. ▶ Responsible for proactively demonstrating Airways values.

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 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. ▶ 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 an <u>opex</u> budget of \$0.5M.
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for <u>capex business cases</u> \$ NIL. ▶ Delegated financial authority for <u>transactional expenditure</u> of \$0.25M.
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$ NIL. ▶ Please refer to Delegated Financial Authority Policy for further information.
Legislative Owner	<ul style="list-style-type: none"> ▶ Technology Information Framework (part of ISO9001 audit). ▶ Technology Group CAR Part 171 compliance.
Safety Sensitive	<ul style="list-style-type: none"> ▶ No

Key Relationships / Customers	Nature of Relationship
Internal	
Chief Information and Technology Officer	Report to, advise and work collaboratively
Tech Group Safety and Regulatory Compliance Team	Direct reports to this role
Regulatory Compliance and Improvement Specialist	Direct report into this role, lead and work collaboratively

Technology Management Team	Peer level. Work jointly, deliver advice to and act as the safety practice subject matter expert
Safety and Assurance Teams	Work collaboratively with to deliver key outcomes and improvements
Airways people, managers, and organisational leaders	Work collaboratively with and be a key safety SME to show how improvements can be delivered in a tangible and measurable way across the Technology Group.

External

Professional agencies and suppliers/customers to Airways	Increase knowledge, work collaboratively with
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Formal Qualifications / Training / Experience	Required	Desirable
Relevant Tertiary qualification in business or relevant field.	✓	
10 years + in a safety and risk focused business environment with strong cross-functional safety management experience.	✓	
Demonstrated experience working and maintaining relationships with diverse teams and people.	✓	
Demonstrated experience interpreting complex information.	✓	
Understanding and experience in developing guidelines, frameworks, and systems to support required business processes and policy.	✓	
Extensive practical experience in safety management systems, risk management, investigations, preparing reports and strategic communications around safety best practice.	✓	
Knowledge of the aviation industry especially from a safety outcome perspective.		✓
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, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	

Key Behaviours – Leading Leaders			Required
Put Our People First	Lead and Engage Authentically	<p>Coaches and develops others: Identifies workforce capability gaps and invests in development</p> <p>Fosters trust, safety, and inclusion: Ensures we are 'One Airways' by fostering a culture of diversity and inclusion so that all employees feel safe, connected and valued.</p> <p>Celebrates the success and achievements of others : Creates an environment which celebrates, rewards and recognises employees.</p>	✓
Serve all Airspace Users	Safety Focused Thinking	<p>Operates with a safety-led mindset: Drives a safety-led mindset and implements processes that drive safety outcomes.</p> <p>Applies a customer-centric lens: Promotes a customer-centric approach and implements processes that enhance customer outcomes.</p>	✓
Unlock Future Growth	Innovation & Results Driven	<p>Focuses on growth, financial performance, and drives innovation: Builds org-wide capability that develops innovative solutions and drives growth and prioritises positive financial outcomes.</p> <p>Considers future needs when making decisions: Ensures future objectives and needs are reflected in Airways strategies and processes.</p> <p>Strives for excellence in performance: Drives a high-performance culture that is focused on continuous improvement and excellence.</p>	✓
Support Sustainable Aviation	Sustainability Champion	<p>Promotes sustainability and champions sustainable practices: Is a champion of sustainability, advocating for sustainable practices to internal and external stakeholders.</p> <p>Embeds and improves sustainable practices: Sets sustainability frameworks and objectives that underpin processes and improve outcomes.</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