



## Position Description

Title	Administrator – South Island Maintenance
<b>Technology</b>	
Locations:	Christchurch
Reports to:	South Island Maintenance Manager
Direct Reports:	N/A
Indirect Reports:	N/A
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, 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 maintaining the comprehensive network of hardware and software required to maintain safe skies across Airways' airspace .

This includes an array of surveillance, communications and navigation systems located across the country and the hardware and software used every day by air traffic controllers to stay connected to pilots and each other.

The Technology Group is also responsible for working alongside the ATS group to develop the necessary technologies to support the future aviation industry, as well as providing day to day and future focused technology support to the wider business.

### Purpose of the Position

The purpose of the role is to act as the administrative point of contact and coordinator for their allocated manager and/or team and support the delivery of administrative services for that business unit.

## 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

Administration	<ul style="list-style-type: none"> <li>▶ Provides high quality administrative support for the managers, staff and visitors of Airways.</li> <li>▶ Provides a professional, flexible, organised, proactive and positive approach to juggling multiple tasks, competing priorities and the internal customers to which they are assigned.</li> <li>▶ Provides technology support for the business team in key office tools (such as Word, Excel &amp; PowerPoint) and core administrative processes (such as finance processing and document management, SharePoint, Adaptive, Dynamics, TG Air purchase orders and invoicing).</li> <li>▶ Overseeing Airways site lease agreements, dealing with correspondence, renewals, invoicing and purchase orders.</li> <li>▶ Provides targeted and general administrative support to specific managers and/or teams, including travel bookings, meeting arrangements, printing, document collation, courier/mailing, stationery.</li> <li>▶ Manages one-off projects and events.</li> <li>▶ Manages national fleet including procurement.</li> <li>▶ Administer contractor monthly maintenance PM work packs.</li> <li>▶ Administer maintenance team training records.</li> <li>▶ Preparation of fixed asset register documents.</li> <li>▶ Administer site information and decommissioning records.</li> </ul>
Administration Network	<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>
Customer Focus	<ul style="list-style-type: none"> <li>▶ Conducts additional administrative tasks in support of individual business area/s.</li> <li>▶ Both the business area and the tasks may change over time without impacting the position description.</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> </ul>

	<ul style="list-style-type: none"> <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> <li>▶ Coordinating local H &amp; S reporting.</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 a 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>

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
South Island Maintenance Manager	Reports to.
South Island Maintenance Team	Key stakeholders and customers.
Planning and Logistics Team	Key stakeholders and customers.
Other Airways Administrators	Key stakeholders and customers.
<b>External</b>	
Contractors	Manage contract/s.
Landlords and tenants	Manage contract/s.

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (level 5 or higher) in a relevant field.		✓
Advanced IT skills in Microsoft Excel, Word, Outlook, MS Teams and PowerPoint.	✓	

Proven extensive experience in administration, project coordination or similar experience, reporting and prioritising both time and varied work tasks.	✓	
Experience within aviation, engineering or other technology based industries is preferred but not essential.		✓

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 and influencing and collaborative behaviours and the ability to work with diverse teams and people.	✓	
<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 checks changes made.	✓	
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Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	<p><b>Coaches and develops others:</b> Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others</p> <p><b>Fosters trust, safety, and inclusion:</b> Treats others with respect and values diverse perspectives</p> <p><b>Celebrates the success and achievements of others:</b> Congratulates peers on their success</p>	✓
Serve all Airspace users	Safety Focused Thinking	<p><b>Operates with a safety-led mindset:</b> Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety</p> <p><b>Applies a customer-centric lens:</b> Understands the needs of relevant customers and stakeholders</p>	✓
Unlock Future Growth	Innovation & Results Driven	<p><b>Focuses on growth, financial performance, and drives innovation:</b> Focuses on growth and financial impacts and looks for innovative solutions</p> <p><b>Considers future needs when making decisions:</b> Understands future objectives and needs</p> <p><b>Strives for excellence in performance:</b> Completes day to day tasks at a high quality</p>	✓
Support Sustainable Aviation	Sustainability Champion	<p><b>Promotes sustainability and champions sustainable practices:</b> Champions Airways commitment to sustainability</p> <p><b>Embeds and improves sustainable practices:</b> Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes</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