



## Position Description

Title	Operational Safety Coordinator
<b>Safety and Assurance</b>	
Locations:	Christchurch or Auckland
Reports to:	Operational Safety 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 Safety and Assurance team provides safety leadership, advice and independent assurance to Airways across the entire safety spectrum including operational safety, health, safety and wellbeing, security and safety promotion. This team ensures Airways benchmarks to the appropriate Safety Management System (SMS), Protective Security Requirements (PSR) and other relevant standards.

Experts in their specific areas, the team takes a strategic, holistic approach to safety, providing independent and trusted advice, ensuring a consistent approach to safety across the business. Safety & Assurance also provide thought leadership externally and globally to support the aviation safety system.

The Operational Safety Team is responsible for Air Traffic Control and Technology safety investigations and Operational Safety reporting within Airways. It is also responsible for managing internal and external data requests, undertaking safety advisory activities and supporting safety promotion activities. The Operational Safety Team also takes a leadership role regarding best practice for measurement and monitoring of Operational Safety performance whilst ensuring compliance with relevant Civil Aviation rules.

## Purpose of the Position

The Operational Safety Coordinator supports Airways' Safety & Assurance function by ensuring that operational safety investigations and related data requests are delivered in a robust, timely, and accurate manner. The role provides essential coordination and technical support through the collection, collation, and analysis of operational data, including radar replays, audio playback, and transcripts.

The Coordinator plays a key role in supporting the pipeline of operational safety investigations, safety-related concerns, and data requests. This includes liaising with internal and external stakeholders in line with established procedures, administering the Rolls-Royce Safety Management System (RRSMS) and Barrier Model application, and generating operational safety reports and metrics.

By maintaining high standards of data integrity, process efficiency, and stakeholder engagement, the Operational Safety Coordinator ensures that investigations are effectively supported and that Airways continues to uphold a strong operational safety culture.

## 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	
Data Management	<ul style="list-style-type: none"><li>▶ Undertake initial triage preparation, processing, planning, data support and coordination for the Operational Safety team.</li><li>▶ Support the Operational Safety team in managing the pipeline of operational safety investigations and safety related concerns with collating/generating safety data (such as radar replay, audio playback, audio transcripts, interview notes) as required and per agreed priorities, and archiving in line with documented processes.</li><li>▶ Support Safety &amp; Assurance with collating/generating data for internal and external Data Requests (including OIAs) in accordance with the Data Request procedure and Collective Agreement.</li><li>▶ Maintain databases in line with time critical deadlines, including the data request sheet.</li><li>▶ Operate the Rolls Royce Safety Management System (RRSMS) and Barrier model application as per the Operational Safety procedures.</li><li>▶ Complete Threat and Error Management (TEM) coding for processed occurrences to support accurate classification and analysis.</li></ul>

Operational Safety Reporting	<ul style="list-style-type: none"> <li>▶ Input safety data and collate/retrieve information to generate operational safety reports, dashboards, and metrics from RRSMS /Scoreboard, as requested for regular reporting to the Operational Safety Manager and Airways Executive and Board.</li> </ul>
Safety Investigations	<ul style="list-style-type: none"> <li>▶ Supports the investigations of ATS, and Technology Occurrences [TO] ensuring timely and accurate coordination of information.</li> <li>▶ Supports safety Investigations in accordance with Just Culture and promotes Just Culture both internally and externally.</li> <li>▶ Supports the triage process by undertaking pre-triage preparation and ensuring occurrences are appropriately responded to and documented.</li> <li>▶ Assists the Safety and Assurance team with safety matters to:               <ul style="list-style-type: none"> <li>○ Help improve Airways safety performance.</li> <li>○ Mitigate operational risk.</li> </ul> </li> <li>▶ Keeps connected across all safety and assurance matters, as appropriate.</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>▶ Supports the development and management of relationships between the Safety team, the wider organisation and externally.</li> <li>▶ Effectively engages subject matter experts (SMEs) internally (ATCs, technicians, management etc) and externally (CAA, TAIC etc) when required.</li> <li>▶ Effectively engages with stakeholders internally and externally in accordance with the Data Request and other relevant Safety &amp; Assurance procedures.</li> <li>▶ Demonstrates reliability in meeting commitments whilst supporting consistency and frequency of face-to-face meetings when required.</li> <li>▶ Champions Airways' critical need for safety and continuous improvement.</li> <li>▶ Strengthens and grows relationships within and outside Airways.</li> <li>▶ Provides excellent internal customer service on behalf of Safety and Assurance.</li> </ul>
Safety Improvement and Implementation	<ul style="list-style-type: none"> <li>▶ Provide relevant and timely information that supports decision making and monitoring of operational safety performance.</li> <li>▶ Works collaboratively to influence operational improvement activities, implementation and standards across the organisation.</li> <li>▶ Ensure that lessons learnt material and operational safety promotional material is circulated.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Supports maintenance of safety documentation and reporting (including timeframes) in accordance with the Safety Management System (SMS).</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>	
Operational Safety Team	Work within the team to support the pipeline of operational safety investigations, safety related concerns and data requests, and promote safety improvement within Airways
Operational Safety Manager	Manager – reports to

Head of Safety and Assurance and wider Safety and Assurance Team	Work collaboratively with and contribute to overall team environment
Audit, Assurance & Safety Promotions Manager	Work collaboratively and support to deliver safety promotion initiatives
Business partners within Air Traffic Services and Technology	Work collaboratively with to carry out operational safety investigations and data requests.

## External

Regulatory bodies, including CAA, TAIC, Union partners	Liaison as required
Customers and stakeholders in the aviation system	Liaison as required , mutual benefits from sharing of information.

Formal Qualifications / Training / Experience	Required	Desirable
Previous experience (1 to 2 years) in administration role with safety systems, preferably in the area of operational safety, in a similar role or industry	✓	
Aviation experience and knowledge, preferably pilot, ATC, flight services or airport experience	✓	
Demonstrated experience in data collation, reporting, and database management	✓	
Experience in audio transcription, radar replay tools, or similar data analysis systems		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office, including advanced MS Excel skills and databases	✓	
Experience with RRSMS or other complex reporting systems would be an advantage.		✓
Excellent organisational, analytical, research and work planning skills.	✓	
Self-motivated, able to work with minimal supervision and to tight deadlines.	✓	
Excellent written and verbal communication skills.	✓	

Superior interpersonal skills including empathy and listening skills	✓	
Collecting and analysing information: Establishes requirements and investigates to gather information required; gathers information from a range of sources or people; checks for accuracy and completeness; makes changes, or gives suggestions, in line with the end goal.	✓	
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.	✓	
<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>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>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.	✓	
<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.	✓	

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