AIRWAYS
Position Description

Title	Manager Technical Training
Technology	
Location:	Christchurch
Reports to:	Manager National Engineering
Direct Reports:	Eight (8)
Indirect Reports:	N/A
Date:	November 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.

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. These include Oceanic and Domestic Air Traffic Management, Security and a National MPLS Network, National Operations/Maintenance and Specialist Support, Information Technology and Service Management, Project Delivery/Flight Inspection and National Engineering.

The Technical Training unit provides training of Airways engineering and maintenance technical staff throughout New Zealand along with maintenance documentation and drawings.

Purpose of the Position

The Manager Technical Training is responsible for management of the team ensuring technical training requirements are identified, appropriate course material is developed, training is scheduled, and learning objectives are established and delivered. In addition, they are responsible for ensuring technical 'operations and maintenance' documentation and drawings are complete.

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The trainers ensure the engineering and maintenance technical staff are appropriately trained and assessed as competent to maintain and repair equipment to achieve agreed reliability targets.

A critical function of the role is to maintain and improve the ways in which the team adds value to Airways.

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	▸ Provide day-to-day leadership to direct, empower, motivate, and develop individuals to achieve personal, business unit, group, and organisational goals ▸ Provide leadership to develop and build an engaged and high performing team ▸ Manage and support the development and performance of individuals ensuring objectives and operational requirements are achieved ▸ Proactively engage across Technology Group providing thought leadership on training, development, and integration of new recruits ▸ Be a role model of our shared values.
Training, Development & Standards	▸ Shift Technical Training team focus from 'training' to 'workplace learning' utilising appropriate best practice to ensure the optimum outcome from learnings ▸ Identify training requirements to meet future technology needs, design appropriate course material, and define delivery methods ▸ Support recruitment of technical trainees (as required), design their training programme and monitor trainee's progress ▸ Ensure plans and schedules are in place for training courses, maximising attendance ▸ Work closely with project teams to design, develop and deliver training courses as required for new technologies ▸ Ensure relevant and appropriate training and course material is available to attendees and instructors and is stored online ▸ Implement and drive measures to evaluate learning that has taken place

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	▸ Establish standards, assessment policy and practices for on-the-job training and trainers to ensure required workplace learning occurs ▸ Introduce alternative learning methodologies including e-learning and virtual technology as appropriate ▸ Implement and drive a range of KPI measures for the Technical Training team ▸ Review development pathway for technical staff, establish pre-requisites and role opportunities.
Workload Management & Customer Engagement	▸ Monitor the performance of the team to ensure all work is appropriately scheduled, resources arranged, and work completed within the period specified ▸ Ensure all work performed by the team meets the appropriate quality standards ▸ Recommend adjustments to team resources to maximise efficiency in carrying out the forecasted workload ▸ Ensure work activities in the asset maintenance management system (TGAir) are updated in a timely manner ▸ Ensure that technical training courses and their service levels meet customer requirements ▸ Champion customer requirements and ensure customer concerns are investigated and addressed in an efficient and timely manner ▸ Engage with stakeholders to fully understand needs and requirements.
Continuous Improvement	▸ Foster an environment of continuous improvement, driving performance excellence, efficiency, and cost effectiveness ▸ Review service delivery efficiency through customer feedback, reviewing best practice, formal benchmarking, and peer networking ▸ Ensure team compliance with all governance requirements including financial delegations ▸ Ensure maintenance and support manuals for the Technology Group are developed and maintained to a standard that meets the ICAO, CAA rule part and ISO9000 requirements ▸ Assess and manage risks and opportunities associated with the Technical Training and Draughting units.
Financial Management & Governance	▸ Prepare quotes, tender and contract documents as required ▸ Minimise the cost of services and closely monitor actual costs against budgets, evaluating alternative means of service delivery where applicable

	▸ Ensure that the work performed complies with all regulatory and governance requirements including financial delegations and Airways policies ▸ Manage contracts and contractors as required to deliver required outcomes.
Health & Safety	▸ Responsible for proactively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to staff and contractors ▸ Accountable for providing a safe work environment and implementing Airways health & safety systems for 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 health & safety and ensuring any current or new work practices are assessed for potential safety impact.
Self-Development	▸ Monitors own performance and seeks development opportunities to improve performance. ▸ Implements agreed development plans within agreed timeframes. ▸ Undertake training as required to meet continued professional development to maintain expertise within section and keep abreast of technology.
Travel Requirement	▸ Work may be required in other locations within NZ/internationally to perform the duties of the role and is likely to include periods of several days away from home at a time. On rare occasions this may extend to several weeks.
Budget	▸ Responsible for managing a budget of $1M.
Financial Delegation	▸ Delegated financial authority for capex business cases $NIL ▸ Delegated financial authority for transactional expenditure of $100K.
Contractual Delegation	▸ Signing Authority to a limit of $NIL ▸ Please refer to Delegated Financial Authority Policy for further information.
Legislative Owner	▸ NIL
Safety Sensitive	▸ YES

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Key Relationships / Customers	Nature of Relationship
Internal	
Manager National Engineering	Reports to
Technology Group Senior Managers; National Engineering Managers; Maintenance Managers	Work collaboratively with, establish learning requirements, provide and receive feedback.
Technical Training & Draughting Team	Direct reports
Technical Trainees	Indirect reports.
External	
Vendors/Suppliers	Work collaboratively with and manage relationships. Manage commercial agreements ensuring seamless delivery
Education providers	Liaise with as required to promote ensure a pipeline of qualified technical trainees.

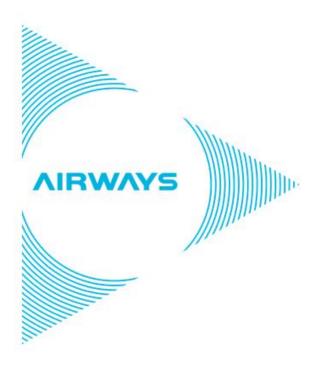| Formal Qualifications / Training / Experience	Required	Desirable
Solid team leadership experience, including direct line management, financial planning, and exposure to leading a technology-based training and development function.	✓	
Tertiary qualification in training and development and 5+ years' experience delivering training/development to adults, minimum of National Certificate in Adult Education and Training (level 5).	✓	
Highly technology literate with a background in engineering and maintenance.	✓	
Understanding of ISO9000, CAA rule part, ICAO (International Civil Aviation Organisation) and ATSEP (Air Traffic Safety Electronic requirements.		✓
A successful history of delivering business improvements with a demonstrated passion for maintaining standards.	✓	
Previous experience in, and a genuine passion for, the Aviation, Transport or Technology industries.		✓
Experienced with negotiating contracts and managing suppliers/vendors.		✓
Proven success with delivering projects on time and to budget with quality outcomes.		✓

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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.	✓	
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
Accountable - Owns 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.	✓	
Commercial Acumen - Drives the commercial success of Airways by creating value, managing costs and/or defining sustainable profit-driven prices; proactively researches trends, competitors, customer requirements, opportunities; ensures internal customers are aware of costs; champions Airways as a thriving, successful and profitable business.	✓	
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.	✓	
Customer & Partnership Focused - 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.	✓	
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; has drive and 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.		
Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
Planned & Organised - 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 Teams			Required
Put Our People First	Lead and Engage Authentically	**Coaches and develops others:** Acts as a coach by actively uplifting the capability of others	
		Fosters trust, safety, and inclusion: Ensures others feel safe and respected, promoting inclusivity within teams	✓
		Celebrates the success and achievements of others: Celebrates and rewards individual and team success	
Serve all Airspace users	Safety Focused Thinking	**Operates with a safety-led mindset**: Prioritises safety in all decisions and implements ideas that improve safety outcomes	
		Applies a customer-centric lens: Prioritises the customer in all decisions and actively seeks to improve customer experiences	✓
Unlock Future Growth	Innovation & Results Driven	**Focuses on growth, financial performance, and drives innovation:** Responsible for creating innovative solutions and delivering growth and sound financial performance	
		Considers future needs when making decisions: Prioritises future objectives and needs in all decisions in Airways strategies and processes	✓
		Strives for excellence in performance: Holds self and others accountable for delivering high-quality work and performance	

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Key Behaviours – Leading Teams			Required
Support Sustainable Aviation	Sustainability Champion	**Promotes sustainability and champions sustainable practices:** Promotes sustainability and prioritises sustainable outcomes in all decisions	←
		Embeds and improves sustainable practices: Implements processes that align to Airways sustainability goals and looks for ways to improve sustainability outcomes	✓

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