



Position Description

Title	Operational Safety Advisor
Operational Safety	
Locations:	Christchurch or Auckland
Reports to:	Operational Safety Manager
Direct Reports:	NIL
Indirect Reports:	NIL
Date:	December 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 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 under the leadership of the Audit, Assurance and Safety Promotions Manager.

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 purpose for the Operational Safety Advisor position is to carry out operational safety investigations, in a robust and timely manner, as a professional investigative leader, utilising subject matter experts as appropriate and in accordance with Civil Aviation rules and Airways policies.

The position also champions continuous safety improvements and safety culture with Safety and Assurance, across the organisation and the aviation industry, and supports safety promotion activities.

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 ▶ Promotes the vision of the organisation both internally and externally. ▶ Promotes the function and activities undertaken by the Safety and Assurance Team, in order to continuously improve safety and security. ▶ Sets the standard for professional behaviour and excellent work habits that support a positive, performance-based environment. ▶ Represents Airways professionally and enthusiastically. ▶ Works enthusiastically towards an Airways that is that is safe, successful and sustainable.
Relationships	<ul style="list-style-type: none"> ▶ Supports the development and management of relationships between the Safety team, the wider organisation and externally. ▶ Effectively engages subject matter experts (SME) internally (ATCs, technicians, management, etc.) and externally (CAA, TAIC, etc.) to support investigative outcomes. ▶ Demonstrates reliability in meeting commitments whilst supporting consistency and frequency of face-to-face meetings when required. ▶ Champions Airways' critical need for safety and continuous improvement. ▶ Strengthens and grows relationships within and outside Airways. ▶ Provides excellent internal customer service on behalf of Safety and Assurance.
Operational Safety	<ul style="list-style-type: none"> ▶ Ensures all relevant safety occurrences from (ATS/TG/AIL) (Air Safety Incidents [ASI], Facility Malfunction Incidents [FMI], routine and minor air safety investigations) are

	<p>investigated in a thorough and timely manner in accordance with approved procedures.</p> <ul style="list-style-type: none"> ▶ Performs Safety Investigator duties in accordance with Just Culture and promotes Just Culture both internally and externally. ▶ Establishes contributing factors of occurrences, tracking trends in occurrence and providing accurate data/information that enables the business to understand their operational performance. ▶ Liaises with external and internal stakeholders and SMEs as required to meet investigative requirements, including connectedness within Safety & Assurance. ▶ Supports the triage process and response management of all occurrences appropriately. ▶ Assists the Safety and Assurance team with safety matters to: <ul style="list-style-type: none"> - Help improve Airways safety performance. - Mitigate operational risk. ▶ Keeps connected across all safety and assurance matters, as appropriate. ▶ Responds to data requests within the required timeframe. ▶ Operate the Safety Management System (SMS) and Barrier model application as per the Operational Safety procedures.
Safety Improvement and Implementation	<ul style="list-style-type: none"> ▶ Provides relevant and timely information that supports decision making and monitoring of operational safety performance. ▶ Works collaboratively to influence operational improvement activities, implementation and standards across the organisation. ▶ Supports maintenance of all safety documentation and reporting (including timeframes) in accordance with the Safety Management System (SMS). ▶ Support safety promotion initiatives (including contribution to Safety sense, meetings with Safety Points of Contacts and Safety teams).
Best Practice	<ul style="list-style-type: none"> ▶ Contributes to process improvement activities, particularly (but not exclusively) those relating to safety. ▶ Ensures individual role-related skills and knowledge is kept current. ▶ Positively contribute to support the unit complying with the provisions of all legislation and governance requirements, including financial delegations. ▶ Maintains familiarity with relevant technology and regulations.

	<ul style="list-style-type: none"> ▶ Monitors, complies with and delivers to trends in investigative and safety performance. ▶ Maintains an awareness of new developments by attending seminars, training courses, researching and networking with the Civil Aviation and other professionals.
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 proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training.
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 a budget of \$NIL.
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 \$NIL.
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$ NIL.
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL
Safety Sensitive	<ul style="list-style-type: none"> ▶ NO

Key Relationships / Customers	Nature of Relationship
Internal	
Operational Safety Team	Work within the team to carry out operational safety investigations, 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 support safety improvement initiatives.

External

Regulatory bodies, including Civil Aviation, TAIC, Union partners	Liaise with as required.
Customers and stakeholders in the aviation system	Liaise with as required, mutual benefits from sharing of information

Formal Qualifications / Training / Experience	Required	Desirable
Previous proven experience (3+years) in a responsible safety role (with key safety deliverables to stakeholders) or as an investigator, preferably in the area of operational safety, in a similar role or industry, or relevant operational experience that includes interfacing with a safety management system.	✓	
Formal training in Incident Investigation	✓	
Experience in Quality Management		✓
Specialist knowledge and experience in aviation, for example pilot, ATC or flight services, Airport or other ANSP experience (e.g. in ATM technology, Aeronautical information, etc.)	✓	
Human Factors qualifications/training/experience		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office, including advanced MS Excel skills and databases. RRSMS would be an advantage.	✓	
Excellent organisational, analytical, research and work planning skills.	✓	
Has integrity and the ability to create reports that clearly represent the facts and contributory factors of safety events.	✓	
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.	✓	
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.	✓	
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.	✓	
Quality Focused - 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.	✓	

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