



## Position Description

<b>Title</b>	<b>Commercial Bid Manager</b>
<b>Business Development</b>	
Locations:	Christchurch
Reports to:	Head of Business Development
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	November 2025

### Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services training, simulation & selection solutions, uncrewed traffic management, aeronautical information management, flight procedures and aviation consultancy services to the global aviation industry.

As pioneers and market leaders, we partner with some of the best in the industry to develop and deliver world-leading products and services. To learn more about our people and organisational structure, check out [www.airwaysinternational.com](http://www.airwaysinternational.com)

### Purpose of the Position

The Commercial Bid Manager is responsible for leading the end-to-end bid process across all AIL business units, ensuring timely, compliant, and compelling responses to EOIs, RFIs, and RFPs within the established Commercial Framework. This role shapes and drives bid strategy in close collaboration with Regional Directors and cross-functional teams, including Commercial, Legal, and Finance, to deliver high-quality submissions that meet customer requirements and enhance AIL's competitive position in global markets.

The Commercial Bid Manager also oversees bid governance, systems, tools, and processes to ensure accurate and up-to-date customer and market intelligence. The role promotes continuous improvement, maintains momentum for future opportunities, and supports successful contract outcomes through effective bid management practices.



## 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

#### Bid Management

- ▶ Lead the bid/no-bid decision process, providing clear recommendations based on strategic alignment, commercial viability, and internal capability.
- ▶ Own the end-to-end bid lifecycle, translating complex RFPs and customer requirements into actionable plans, and managing timelines, resources, and governance checkpoints to ensure successful delivery.
- ▶ Partner with Regional Directors and SLT to shape bid strategies that strengthen AIL's competitive position in global markets and align with growth objectives.
- ▶ Leverage market intelligence and customer insights (in collaboration with the Customer Insights & Enablement Advisor) to inform bid strategies and improve win rates.
- ▶ Build internal relationships and coordinate contributions from technical, commercial, legal, finance, and operational teams, ensuring timely, aligned, and high-quality input across all areas of the bid.
- ▶ Oversee the development of compelling, compliant, and customer-focused proposals that clearly articulate AIL's value proposition, integrating pricing, legal, commercial terms, and technical content accurately.
- ▶ Accurately budget and regularly update financial metrics for each bid and tender.
- ▶ Ensure all submissions meet internal and customer compliance standards and adhere to the Commercial Framework, while proactively identifying and mitigating risks throughout the bid process.
- ▶ Maintain and evolve bid governance frameworks, tools, and templates to embed best practices and drive continuous improvement.
- ▶ Track and report bid performance metrics (e.g., win rates, conversion ratios) to senior leadership, providing insights to inform future strategies.



Pipeline Strategy and Customer Relationship Management (CRM) collaboraton	<ul style="list-style-type: none"><li>▶ Maintain accurate bid data in CRM systems to support sales forecasting and strategic planning, partnering closely with the Customer Insights and Enablement Advisor to ensure data integrity and actionable insights.</li><li>▶ Monitor pipeline health and provide insights to inform resource allocation and prioritisation.</li><li>▶ Generate regular performance reports and dashboards for senior leadership, highlighting trends, success rates, and areas for improvement.</li><li>▶ Align bid activities with broader business development and growth strategies.</li><li>▶ Conduct research and analysis on customers, markets, and competitors to identify and evaluate all potential bids and opportunities. Ensure project plans are developed to maximize the likelihood of success.</li><li>▶ Design and implement a Bid Management system to track, capture, and analyse relevant information, enabling continuous improvement and better positioning for future tenders and opportunities.</li><li>▶ Create and maintain a comprehensive opportunities dashboard that visually presents all current prospects by sales stage, with flexible functionality for management to easily update, analyse, and present the data.</li></ul>
Continuous improvement	<ul style="list-style-type: none"><li>▶ Capture lessons learned from each bid cycle and share best practices across the team.</li><li>▶ Develop and refine bid templates, tools, and processes to improve efficiency and quality.</li><li>▶ Benchmark against industry standards and incorporate innovations to strengthen AIL's competitive position.</li><li>▶ Drive initiatives that enhance collaboration and reduce cycle times without compromising compliance or quality.</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/AIL security is maintained at all times.</li></ul>



	<ul style="list-style-type: none"><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>	
Head of Business Development	Reports to – delivers for, supports and works with
Business Development team, AIL Products and Services teams	Work collaboratively with to deliver key projects
Wider AIL people, including legal and finance	Key stakeholders and customers - work collaboratively with to deliver key projects
AIL and Airways people	Works with and supports
<b>External</b>	
AIL Clients (current and potential) and Aviation sector	When required for customer satisfaction, surveys and other information gathering
Agencies	Negotiation and build positive relationships
Suppliers	Negotiation and build positive relationships

Formal Qualifications / Training / Experience	Required	Desirable
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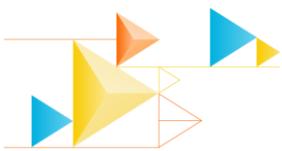
Tertiary qualification in business, marketing, commerce or similar degree	✓	
More than 10 years' experience working within a competitive sales environment and team.	✓	
More than 5 years' Bid Management experience leading this function for a medium or large organisation.	✓	
Experience in developing complex proposals and bids for the international market	✓	
Significant experience with business systems including Bid Management applications, CRM systems, powerBI and analytics tools	✓	
Experience in compiling insights and delivering reports for sales and senior management teams		✓
Moderate to advance capability using MS Office products.		✓
Experience working in the aviation sector		✓

Key Competencies / Skills / Knowledge	Required	Desirable
<b>Our Values:</b> Demonstrates the Airways/AIL 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. <Keep for all roles>	✓	
<b>Bid Management Planning:</b> Focuses on specific process with a clear, systematic bid management approach aligned to overall goals. Prioritizes daily activities, plans ahead to maximize time, accurately prices opportunities, drives bids to approved proposals, ensures client satisfaction, and implements plans to maintain ongoing relationships.	✓	
<b>Collecting and Analysing Information:</b> Identifies requirements, gathers data from multiple sources, verifies accuracy, and suggests improvements aligned with the end goal.	✓	
<b>Customer &amp; Partnership Focused:</b> Support Business Development team to build strategic, long-term relationships by understanding customer needs, managing expectations, and delivering on commitments. Drives a customer-centric culture across AIL and measures success against customer-focused targets.	✓	



<p><b>Information Gathering:</b> Clarifies objectives of AIL research requirements, and gathers relevant information through networks to support business development. Seeks clarification as needed and shares useful market intelligence within AIL business units.</p>	✓	
<p><b>Commercial Acumen:</b> Ensures profitability by reviewing costs, assessing variations, validating pricing with experts, communicating costs internally, and evaluating risks before pursuing opportunities.</p>	✓	
<p><b>Convincing:</b> Presents tailored, well-supported proposals highlighting AIL's benefits, follows up to assist and identify opportunities, and briefs others to confidently promote the solution.</p>	✓	

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>	✓



Key Behaviours – Leading Self		Required
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