



Position Description

Title	Senior Safety Change, Security and Resilience Specialist
Safety and Assurance	
Locations:	Auckland or Christchurch (National Role)
Reports to:	Safety Analysis, Change and Resilience Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	January 2026

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 Safety and Assurance Group is responsible for the governance and assurance of operational and organisational safety, security, risk, business improvement and auditing across Airways.

The Safety Analysis, Change and Resilience Team is responsible for Air Traffic Control, Technology and Corporate Services security investigations and security reporting within Airways. It is also responsible for undertaking security advisory and support activity such as safety case assessment, Governance of the Change Review Board, and delivery of the Security Management Group functions for the Executive Leadership Team and the various business units. The Safety Analysis, Change and Resilience Team also take a leadership role regarding best practice for measurement and monitoring of Security and Safety Change performance whilst ensuring compliance with relevant NZ legislation, rules and guidelines.

Purpose of the Position

The purpose for the Senior Safety Change, Security and Resilience Specialist position is to support the Safety Analysis, Change and Resilience Manager to manage the portfolio of security

investigations and ensure all investigations are carried out in a robust and timely manner, as a professional investigative leader, utilising subject matter experts (SMEs) as appropriate in accordance with regulatory obligations and Airways policies. Working collaboratively with the Safety Analysis, Change and Resilience Manager, the role will be a coach and mentor to others in the team, take a leadership role in proactive security and champion continuous security improvements and security culture with Safety and Assurance, across the organisation and the aviation industry. The role will also provide security advice and lead security promotion across the business to organisational and business groups goals. This position plays a key role in the Safety Change process for 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

Technical Leadership	<ul style="list-style-type: none">▶ Provide technical direction for security and safety change policy, processes and systems, empowering and motivating others to achieve business unit goals.▶ Be a role model for our shared values demonstrating a Safety led mindset.▶ Promote the vision of the organisation relating to security and safety change both internally and externally representing Airways professionally and enthusiastically.▶ 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.▶ Display discretion and confidentiality in all matters.▶ Works enthusiastically towards an Airways that is safe, successful and sustainable▶ Mentors and supports Airways Business Managers, Safety Analysts and other team members to ensure team cohesion and engenders knowledge sharing and enhancement.
Security	<ul style="list-style-type: none">▶ Manages the triage and response management of all security occurrences appropriately, to understand and confirm investigation level.▶ Ensures all relevant security occurrences are investigated in a thorough and timely manner in accordance with approved procedures.

	<ul style="list-style-type: none"> ▶ Leading investigations of significance (albeit significant due to security, safety, reputation or improvement). ▶ Performs Security 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. ▶ Assists the Safety and Assurance team with safety and security matters to: <ul style="list-style-type: none"> ○ Help improve Airways safety and security performance ○ Mitigate safety and security risks ▶ Responsible for Security Management Group (SMG) Facilitator functions and action management. ▶ Lead design, development and implementation of the Airways security programme including security policy, plans. GoNZ Protective Security Requirements, NZDF and CAA security relationships. ▶ Design and manage the content, implementation and ongoing delivery of security education and training. ▶ Provide direction, guidance, training and mentoring to the business and oversight on business response and progress in operational, physical, information and cyber-security. ▶ Manage NZDF Security Practices and Plans for Airways operations and personnel at RNZAF Bases, training of Deputy Facility Security Officers and the security relationship with NZDF. ▶ Lead security risk assessments and encapsulation of the security related activities undertaken by the security programme to ensure ongoing CAA acceptance.
Safety Change	<ul style="list-style-type: none"> ▶ Leads acceptance of ISClA, Safety Assessments and Safety Cases for CRB review. ▶ Change Review Board (CRB) Facilitator. ▶ Responsible for provision of Subject Matter Expert (SME) support to the CRB including review of all safety artifact submissions for completeness pre CRB consideration. ▶ Manage post CRB review of resubmitted safety artifacts to ensure conditional requirements have been met and manage the electronic approvals process. ▶ Manage the Safety Change library within the SMS.

	<ul style="list-style-type: none"> ▶ Lead review, design and improvement of the Request for Change (RFC) Framework and manage ongoing implementation and effectiveness of the supporting software, processes, data analytics, and communications. ▶ Design and manage the content, implementation and ongoing delivery of RFC and CRB education and training. ▶ Support the Audit, Assurance and Project Safety Manager to improve the Safety Change methodology ensuing effective integration with RFC, risk management and safety assurance processes. ▶ Provide mentoring to business managers and deliver oversight of the CRB and RFC processes, including SPIs for effectiveness.
Safety and Security Improvement, Implementation and Best Practice	<ul style="list-style-type: none"> ▶ Provides relevant and timely information that supports decision making and monitoring of safety and security performance and trends. ▶ Works collaboratively to influence operational improvement activities, implementation and standards across the organisation. ▶ Drives improvements in areas of influence, including automation, measurement and monitoring. ▶ Supports maintenance of all safety and security documentation and reporting (including timeframes) in accordance with the Safety Management System (SMS). ▶ Positively contribute to support the SACR Team and the wider business complying with the provisions of all legislation and governance requirements, including financial delegations. ▶ Maintains familiarity with relevant technology and regulations. ▶ Monitors, complies with and delivers to trends in investigative and safety performance.
Relationships	<ul style="list-style-type: none"> ▶ Supports the development and strengthens the management of relationships between the Safety team, the wider organisation and externally. ▶ Effectively engages internal and external stakeholders and subject matter experts (SME) (internally -ATCs, technicians, management etc and externally CAA, PSR, NZDF etc) to support investigative outcomes and ensure connectedness within Safety & Assurance and across the business.

	<ul style="list-style-type: none"> ▶ Maintains a knowledge base of stakeholders, their business priorities and strategies to understand their current and emerging needs. ▶ 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, including the vision for predictive in safety.
Governance	<ul style="list-style-type: none"> ▶ Data analysis and monitoring of trends in security and safety change performance. ▶ Lead security guidance to business managers utilising appropriate benchmark standards. ▶ Manage through continuous improvement our Safety Management System (SMS) in respect to resilience, RFC and security.
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 an <u>opex</u> budget of \$Nil
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for <u>capex</u> business cases \$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 ▶ Please refer to Delegated Financial Authority Policy for further information.
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	
Safety Analysis, Change and Resilience Manager	Reports to.
General Manager Safety & Assurance	Senior Manager.
Safety Analysis, Change and Resilience Team	Work within the team to further investigation delivery, results, safety and security improvement within Airways.
Safety & Assurance	Colleagues and key stakeholders – work collaboratively and contribute to overall team environment.
Airways Managers and Employees	Establish and develop relationships with; work collaboratively to delivery priorities.
Business partners within Air Traffic Services, Technology and Corporate Services Groups	Liaise with to create ideas for safety and security improvement initiatives/ support on investigations/systemic reviews and Airways Security Programme implementation.
External	
Regulatory bodies (including but not limited to CAA, PSR, MoT) and Union partners	Key stakeholders. Liaise with as required Work collaboratively with to ensure effectiveness of the Airways Security programme.
Customers and stakeholders in the aviation system	Liaise with as required, mutual benefits from sharing of safety and security information.
NZ Defence Force	Key stakeholder, liaise with to ensure implementation and effectiveness of NZDF Security Practices and Plans.
External Auditors	Work collaboratively and supports.

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary degree in Security, Resilience, Risk Management, Change Management, System Safety Engineering, Systems Auditing, Data Science or equivalent qualifications and experience.	✓	
Previous proven experience (5+ years) in a security leadership role (with key safety and security deliverables to	✓	

stakeholders), preferably in the area of aviation and corporate security.		
Experience in Risk Management and Operational Business Systems Auditing.	✓	
Specialist knowledge and experience in Aviation, for example Regulatory, Customs, Airport, NZDF, Airline or other ANSP.	✓	
Have demonstrated ability to connect and collaborate with operational teams, senior leaders, and executives (internally and externally) gaining their confidence and trust to identify opportunities, solve problems, reduce risk and improve business performance.	✓	
Human Factors qualifications/training/experience.		✓
Experience in Safety Change Management.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Comprehensive working knowledge and experience in the application of the NZ Government's Protective Security Requirements.	✓	
Excellent organisational, analytical, research and work planning skills.	✓	
Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts; exceptional presentation skills.	✓	
Intermediate / Advanced skills in MS Office suite: Excel, Word, Outlook, PowerPoint, Visio, SharePoint, Project	✓	
Superior interpersonal skills including empathy and listening skills.	✓	
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 other points of view, understands body	✓	

language; is relentless on what is important, demonstrating enthusiasm and conviction.

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.

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.

Enthusiastic & Inspires - Is enthusiastic about what they do; is driven and has 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.

Owning Decisions - Consults with people, accesses information and analyses facts; considers impacts on stakeholder's triangle; has confidence in, and owns the decisions; is consistent in their decision making.

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.

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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