



Position Description

Title	Workforce Scheduling Specialist
Air Traffic Services	
Locations:	Christchurch
Reports to:	Senior Workforce Scheduling Specialist
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 purpose of ATS Support is to collaboratively drive standards, consistent services and continuous improvement across Airways. This will enable safe, efficient, and sustainable air traffic services that meet or exceed customer expectations.

Purpose of the Position

The Workforce Scheduling Specialist is responsible for ensuring the planning and scheduling of the various workforces within Air Traffic Services are as optimal as possible to meet dynamic business needs. The role is also responsible for the continuous improvement of the workforce planning systems and to deliver the capability to drive cost effective and informed business decision making.

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

Workforce Planning	<ul style="list-style-type: none"> ▶ Administer and coordinate the workforce plan for Air Traffic Services. ▶ Provide a centralised function and point of contact for workforce planning and to continually engage with key stakeholders. ▶ Produces workforce plans as well as projections and scenario modelling in an accurate and timely manner. ▶ Engages with key stakeholders to provide a proactive workforce planning service. ▶ Facilitates the relationship between Workforce Planning and the People Team to coordinate workforce planning related activity.
Scheduling	<ul style="list-style-type: none"> ▶ Manages the optimal scheduling of various Air Traffic Services workforces such as Examiners. ▶ Champions and leads regular reviews of unit rosters ensuring they are fit for purpose and compliant with relative industrial and other agreements. ▶ Provides expert rostering knowledge and continually seeks improvement opportunities for staff utilisation.
Stakeholder Engagement	<ul style="list-style-type: none"> ▶ Provides quality in-depth analysis to support the internal and external customers workforce planning process. ▶ Continually engage with customers/stakeholders and coordinate with the Workforce Planning team to ensure workforce planning needs and goals are met through innovative and tailored solutions. ▶ Monitor trends, anticipate and deliver on customer/stakeholder needs and be responsive to change in business and customer/stakeholder requirements. ▶ Works with operational teams to increase buy-in and uptake of improved workforce planning initiatives.
System Utilisation & Administration	<ul style="list-style-type: none"> ▶ Utilises and promotes the usage of workforce planning and rostering tools and systems. ▶ Uses all available tools to provide accurate and timely data reporting and analysis relating to Air Traffic Services workforces. ▶ Provides first layer training and support for workforce/scheduling related systems (e.g. ARCHR) ▶ Assists with the development of systems and works towards increasing the adoption of these systems within the business. ▶ Writes detailed system enhancement specifications as well as lodging bugs/faults within the system for rectification/development.
Business Intelligence	<ul style="list-style-type: none"> ▶ Interprets and acts on data to increase overall system throughput, productivity and to optimise workforce utilisation ▶ Uses initiative to identify improvements, new opportunities and recommendations to drive business direction and outcomes. ▶ Develops fit for purpose performance reporting combined with storytelling techniques directly supporting the delivery of business objectives.
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.

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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	▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	▶ Responsible for managing an <u>opex</u> 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 ▶ Please refer to Delegated Financial Authority Policy for further information.
Legislative Owner	▶ Nil
Safety Sensitive	▶ No

Key Relationships / Customers	Nature of Relationship
Internal	
Business Unit Managers & Team Leaders	Key stakeholders and customers
Software Development teams	Works collaboratively with to ensure workforce planning systems are operating and updated as required
Workforce Optimisation team	Works collaboratively with to achieve team purpose
External	
Harmonic Analytics	Works with supplier to ensure data quality is improved as well as the continual development of the portals
Stratos Technology Partners	Works with supplier to deliver bug fixes and new features for the ARCHR rostering system.

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary degree in Aviation Management or equivalent experience in Aviation industry within New Zealand/or internationally		✓
Recent experience with Rostering/Scheduling/Workforce Planning system development and administration		✓

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Experience of complex rostering and resource planning environments, preferably across a highly structured and unionised workforce	✓	
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Key Competencies / Skills / Knowledge	Required	Desirable
Outcomes driven and delivers to deadlines	✓	
Excellent communication and presentation skills and the ability to interact professionally with a diverse group of stakeholders ranging from Executives through to internal SME's and external customers.	✓	
Experience producing both long and short term workforce plans to ensure effective resource allocation to provide core services	✓	
Proficient user of various computer applications and MS Office	✓	
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, Each Other, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
Makes Decisions - Prepared to make decisions, within limits of authority and does so in a timely manner; balances the needs of staff and operational needs; makes decisions which are consistent with the values; pre-emptively identifies staff issues and situations.	✓	
Problem Solving - Seeks out the data required; identifies discrepancies in data and is meticulous in generating hypotheses that incorporate all the symptoms; is tenacious when faced with difficult problems maintaining a systematic and logical approach; appreciates there are always a number of solutions to problems and thinks laterally to identify these.	✓	
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.	✓	
Quality Focussed - 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.	✓	

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>	✓

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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