



Position Description

Title	SAFETY AND ASSURANCE BUSINESS SUPPORT
Business Unit	Safety and Assurance
Locations:	Christchurch
Reports to:	Senior Executive Assistant, Safety and Assurance
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	April 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 enterprise-wide safety, assurance, and corporate improvement initiatives. This includes activity across operational and organisational safety, security, audit and assurance, business improvement, safety reporting and analysis, investigations, and oversight of the Safety Management System.

The Business Support Group is responsible for the provision of administrative, program administrator and reception support to key management positions and teams across Airways.

Purpose of the Position

The purpose of the role is to provide administrative support for the Safety and Assurance Group. The role also provides reception cover on a rostered basis and contributes to Airways wider administrator network.

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"> ▶ Be a role model for our shared values ▶ Be a positive ambassador and represent the brand of GM Safety & Assurance and as a member of S&A team.
Support to EA to GM Safety & Assurance	<ul style="list-style-type: none"> ▶ Provide proactive support and assistance the EA to GM Safety & Assurance to ensure the broader team are supported including but not limited to booking meetings, minute taking, catering etc ▶ Support and assist with projects and events. Eg: Annual Safety Forum; S&A Team offsites, Team celebrations. ▶ Meeting room set up: assisting EA with meeting room set up i.e., catering, AV equipment, coffee orders ▶ Assist with Onboarding new staff and contractors e.g. project managers, and also support with offboarding when required ▶ Provide cover for the Executive Assistant to the GM Safety & Assurance during periods of leave
Support Safety & Assurance team	<ul style="list-style-type: none"> ▶ Provide high quality administrative support for the S&A managers, staff and visitors of Airways, including travel bookings, meeting arrangements, minute taking, ▶ Conduct additional administrative tasks in support of individual project work for direct reports to the GM including updating S&A intranet pages, monthly newsletter (Safety Sense ▶ Assist with S&A reporting – collation, general formatting and adding scoreboard snippets ▶ Provide technology support for the S&A team in key Microsoft 365 tools (such as Word, Excel, PPT, Publisher, SharePoint and Teams) and core administrative processes (such as finance processing in Dynamics purchase orders and invoicing) and document management. ▶ Travel Management - Coordinate and complete domestic and international travel requests. Ensure travel is appropriate to balance needs of work and wellbeing, is cost effective and flexible – accommodation, flights etc and ensure all details are correct and communicated appropriately and in a timely manner. ▶ P-card expenses and procurement – proactively manage financial processes and associated tasks for Safety & Assurance, ensuring timely and accurate processing.
General Administration	<ul style="list-style-type: none"> ▶ Provide targeted administrative support for specific office functions including ensuring smooth running of office printing requirements, courier/mail distribution, and stationery ordering processes.

	<ul style="list-style-type: none"> ▶ Ensure visitor registration processes are conducted in accordance with requirements and all visitors are greeted in a timely manner. ▶ Supports wider team cohesion by organising monthly morning tea celebrations etc. ▶ Take ownership and maintain a well-organised office including, system for documents and centre supplies, watering the plants and green room, maintaining the S&A portal: ensuring content is all current and regularly updated as appropriate.
Drug and alcohol testing coordination	<ul style="list-style-type: none"> ▶ Monthly updates to Safety Sensitive Roles list. ▶ Monthly reporting of testing statistics. ▶ Coordinating monthly random testing draw. ▶ Contacting managers to arrange tests and appointment coordination. ▶ Liaison with testing provider when issues arise and escalation of post incident test results.
Business Support Group	<ul style="list-style-type: none"> ▶ Attend the Business Support Group meetings and chair at least one meeting a year. ▶ Where possible, provide assistance to the Business Support when required. ▶ Conducts additional administrative tasks, as required, in support of individual business area/s.
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.
	<ul style="list-style-type: none"> ▶
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	▶ Signing Authority to a limit of \$NIL.
Legislative Owner	▶ NIL.
Safety Sensitive	▶ NO

Key Relationships / Customers	Nature of Relationship
Internal	
Senior Executive Assistant, to GM Safety and Assurance Group	Reports to, work collaboratively with
GM Safety and Assurance, Safety and Assurance Team Leaders and the Safety and Assurance group	Work collaboratively with to support and deliver administration
Other Airways Managers	Support and work collaboratively with to support and deliver administration
Wider Airways staff and teams	Work collaboratively with.
External	
Customers and clients	Key stakeholders and customers
Suppliers	Key stakeholders.

Formal Qualifications / Training / Experience	Required	Desirable
Advanced IT skills in Microsoft Excel, Word, Outlook and PowerPoint	✓	
Proven experience in administration, booking travel, reporting and prioritising both time and varied work tasks	✓	
Experience within aviation, engineering or other technology-based industries		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Awesome team player who is motivated and enthusiastic and is able to use initiative.	✓	
Superior communication skills, both verbal and written.	✓	

Demonstrated interpersonal skills for influencing and collaboration, along with the ability to work with diverse teams and people.	✓	
Culturally sensitive, considerate and confident when dealing with others.	✓	
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. <Keep for all roles>	✓	
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.	✓	
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.	✓	
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 check changes made.	✓	
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; 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.		
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.	✓	

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</p>	✓

		and proposes ideas for incorporating sustainability into existing processes	
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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