



Position Description

Title	Head of Global Business Development
Airways International Ltd (AIL)	
Locations:	Auckland, Wellington or Christchurch
Reports to:	General Manager Commercial
Direct Reports:	Approximately 5
Indirect Reports:	NIL
Date:	June 2025

Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand, delivering training, simulation, uncrewed traffic management, aeronautical information, flight procedures and aviation consultancy to the global aviation industry.

AIL partners with leading industry organisations to deliver world class products and services, with a strong focus on innovation, safety and international growth.

Purpose of the Position

The Head of Global Business Development is responsible for leading the commercial function, including a team of business development and commercial experts, to deliver sustainable revenue growth, margin performance and long-term customer value.

The role is accountable for the full commercial lifecycle including strategy, business development, contracts, pricing, delivery performance and value realisation. This includes ensuring that commercial opportunities are converted into contracts, and that those contracts are successfully delivered to achieve financial and strategic outcomes.

The position is responsible for leading, developing and enabling the commercial team to perform at a high level, ensuring capability, structure and ways of working are aligned to current and future business needs.

The position works closely with the GM Commercial, Executive Leadership Team and Business Unit Owners to align commercial strategy with delivery capability and enterprise priorities.

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. ▶ Provide leadership to develop and build an engaged and high performing team. ▶ Manage performance of individuals and business area ensuring objectives and operational requirements are achieved. ▶ Lead and develop a high performing business development function aligned to ALL strategy ▶ Contribute to enterprise strategy and commercial direction as part of the International Leadership Team ▶ Act as a senior ambassador for ALL with customers, partners and industry stakeholders.
Commercial Strategy and Growth	<ul style="list-style-type: none"> ▶ Lead development and execution of the commercial strategy aligned to enterprise goals ▶ Identify and prioritise global growth opportunities across services, products and partnerships ▶ Translate strategy into executable plans across markets, customers and channels ▶ Drive sustainable revenue growth and margin expansion ▶ Balance short term delivery with long term strategic value <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Execution of opportunities align with commercial strategy ▶ Delivery against agreed growth targets (revenue, market expansion) ▶ Clearly prioritised pipeline aligned to strategic focus areas ▶ Evidence of proactive strategy adjustment based on market trends ▶ Executive/Board confidence in strategic direction and investment cases.
Revenue and Financial Performance	<ul style="list-style-type: none"> ▶ Own revenue, margin and cash outcomes ▶ Set and manage budgets, forecasts and commercial targets



Key Areas of Accountability	
	<ul style="list-style-type: none"> ▶ Ensure pricing strategies optimise profitability and competitiveness ▶ Monitor performance and take corrective action ▶ Develop business plans and investment cases <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Achievement of revenue, margin and cash flow targets ▶ Forecast accuracy and transparency of risks/opportunities ▶ Margin performance aligned to or exceeding targets ▶ Commercial discipline in pricing and cost management ▶ Robust, well-supported business investment cases approved at ELT/Board level.
Market Development and Business Growth	<ul style="list-style-type: none"> ▶ Lead market expansion and conversion of new opportunities ▶ Maintain a high-quality pipeline aligned to strategy ▶ Improve win rates through strong positioning and customer engagement ▶ Establish disciplined approaches to market entry and growth ▶ Shift from reactive bidding to proactive opportunity shaping <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Strength and coverage of pipeline (e.g. pipeline: to value ratio) ▶ Conversion rates and win rates across priority markets ▶ Growth in new customers and expansion of existing accounts ▶ Increase in proactively originated opportunities vs reactive bids ▶ Market positioning strengthened in targeted segments.
Strategic Customer and Partner Outcomes	<ul style="list-style-type: none"> ▶ Own strategic customer relationships across the portfolio ▶ Ensure consistent, high-quality engagement across the customer lifecycle



Key Areas of Accountability

	<ul style="list-style-type: none"> ▶ Drive customer retention, satisfaction and long-term value ▶ Develop and manage strategic partnerships, alliances and joint ventures ▶ Leverage partnerships to expand market reach and respond to industry trends. <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Customer satisfaction and retention across key accounts ▶ Growth in value of strategic accounts over time ▶ Strength and effectiveness of relationship management practices ▶ Strategic partnerships delivering measurable commercial value ▶ Expansion into new markets through partnerships.
<p>Commercial Execution and Delivery</p>	<ul style="list-style-type: none"> ▶ Ensure high quality bids, proposals and competitive pricing ▶ Coordinate cross functional inputs to deliver executable offers ▶ Ensure contracts translate into delivered revenue and margin ▶ Oversee programme commercial performance including pricing, scope and cost recovery ▶ Ensure alignment between what is sold and what is delivered. <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Revenue realised vs contracted ▶ Margin delivered vs business case ▶ Reduction in contract leakage / scope slippage ▶ Bid quality and conversion rates ▶ Cross-functional alignment in delivery of commercial commitments.
<p>Governance, Risk and Compliance</p>	<ul style="list-style-type: none"> ▶ Lead negotiation, approval and execution of major contracts ▶ Ensure commercial terms protect value and manage risk ▶ Maintain strong contract governance and approval frameworks ▶ Identify and manage commercial, contractual and financial risks



Key Areas of Accountability

	<ul style="list-style-type: none"> ▶ Ensure compliance with legal, regulatory and internal requirements ▶ Maintain oversight of liabilities and exposures <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Contracts executed within approved risk appetite ▶ No material commercial, legal or compliance breaches ▶ Risks (commercial, contractual, financial) proactively identified and mitigated ▶ Effective collaboration with Legal and Finance on risk management ▶ Strong audit outcomes and governance adherence.
<p>Capability, Performance and Continuous Improvement</p>	<ul style="list-style-type: none"> ▶ Build commercial capability across pricing, contracting and negotiation ▶ Establish consistent processes, tools and frameworks ▶ Use data and insight to drive performance improvement ▶ Provide clear reporting to ELT and Board ▶ Partner across product, operations, finance and legal to deliver outcomes ▶ Resolve cross functional issues impacting performance, margin or risk ▶ Promote innovation, discipline and continuous improvement ▶ Maintain awareness of industry trends and pursue self-development. <p>Measures of Success:</p> <ul style="list-style-type: none"> ▶ Demonstrated uplift in commercial capability and team performance ▶ Adoption and effectiveness of commercial frameworks and processes ▶ Use of data and insights to improve performance outcomes ▶ Quality and transparency of reporting to stakeholders ▶ Continuous improvement initiatives delivering measurable gains.



Key Areas of Accountability	
Health & Safety	<ul style="list-style-type: none"> ▶ Proactively demonstrate Airways' safety values ensuring principles are clear to all staff and contractors. ▶ Provide a safe work environment, implement health & safety systems, and promote a culture of health & safety. ▶ Drive continuous improvement in health & safety, ensuring staff and contractors understand their obligations and assessing new work practices for safety impact.
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 \$1.5m.
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$0.25m. ▶ Delegated financial authority for Operational Expenditure of \$0.5m.
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$0.5m.
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL
Safety Sensitive	<ul style="list-style-type: none"> ▶ NO

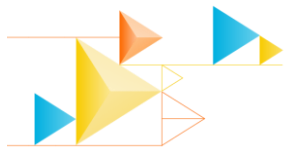
Key Relationships / Customers	Nature of Relationship
Internal	
GM Commercial	Manager, reports to
AIL Business Development team	Direct reports - work collaboratively with to deliver key projects
AIL Leadership team	Work collaboratively with to develop and execute strategy
AIL and Airways people	Work collaboratively with.
External	
Customers and Clients	Key stakeholders and customers



Suppliers	Key stakeholders.
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Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (degree) in a business or relevant field.		✓
8+ years' experience in sales and marketing, business development, international business, exporting education with an excellent track record of success in business growth and profitability.	✓	
Demonstrated success in entrepreneurship, negotiations and bringing products to market in venture based, innovation orientated industries globally.	✓	
Proven experience as an effective and strong leader, ideally from business development environments with both international and domestic perspectives.	✓	
Project management qualification and/or relevant business experience.	✓	
Experience in planning and solid financial / investment decision-making, preferably gained in an entrepreneurial environment or commercial aviation services provider.	✓	
Strong commercial business acumen and sales and revenue focused. Proven experience in delivering strong sales results.	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
Committed team player who is motivated, enthusiastic and is able to use initiative.	✓	
Excellent written, verbal, and non-verbal communication skills and can adapt to the communication needs of others	✓	
Demonstrated interpersonal skills and influencing and collaborative behaviours and the ability to work with diverse teams and people.	✓	
Knowledge of air traffic management products and services.	✓	
Culturally sensitive working in the international market, considerate and confident when dealing with others.	✓	



<p>Our Values - 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.</p>	✓	
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Airways Leadership Competencies			
Safety Led Mindset	How you engage, connect and led	You understand that a healthy safety culture and a safe workplace require continuous cooperative and collaborative workplace interaction. Your understanding of the risks and implications of decisions made, informed by open conversations with subject matter experts as well as those impacted, is used to mitigate risks in a proactive way. You demonstrate confidence and expertise in safety while seeking to eliminate personal biases, have humility, and improve knowledge and understanding on a personal and organisational level.	✓
Work out what matters to Airways	Analytical Thinking	Explore the information and data available and analyse it effectively to generate good solutions. Use your expertise well, and make sure the direction you're taking and priorities you set are evidence based and grounded in quality analysis.	✓
	Strategic & Creative Thinking	Look at what's happening in other parts of Airways, and outside Airways. Consider how to innovate and do things differently. Think about the future, and make sure the direction you're taking will help Airways succeed in the long term, not just today.	✓
Commit & communicate	Resilience	Deal with your own concerns about change and you reaction about the direction of the organisation, and don't let that reaction be a barrier to success. Be open to changes and take a positive view even if things aren't perfect. Keep it together when things get tough.	✓
	Communicating & Influencing	Explain the direction to others and connect the dots between the day to day and the big picture so that they can see how what they do matters. Communicate early, broadly, often and in a variety of ways, and be ready to persuade others that this is the right direction.	✓



Airways Leadership Competencies			
Take ownership & help others do the same	Supporting & Collaborating	Create an environment that encourages people and helps them feel supported. Consult with your team and get them involved, show you're listening and that you trust them. Be patient, honest and empathic when it comes to dealing with people who are unhappy or worried. Recognise and reward good behaviours and good outcomes. Be genuine, respectful and walk the talk when it comes to upholding values, ethics and integrity.	✓
	Taking Ownership and Leading	You're a leader, so take responsibility and be accountable. Take responsibility for making decisions that need to be made, even if they're tough decisions or involve some risk. Set clear standards and expectations for your team about their behaviour and their performance and give constructive feedback regularly. The standard you walk past is the standard you accept.	✓
Deliver on Commitments	Planning & Executing	Turn the direction into a plan, with clear progress points, then deliver to that plan. Track progress and update the plan as needed to ensure you deliver on your commitments. Flag issues and problems early and often, don't try and sweep them under the carpet.	✓
	Showing Drive	Set ambitious goals for yourself and your team and show enthusiasm and energy about working towards them. Challenge yourself and your team to seek out opportunities to develop and take on increased responsibility.	✓

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