



Position Description

Title	ATS Health, Safety & Wellbeing Specialist
Air Traffic Services - Safety	
Locations:	Auckland or Christchurch
Reports to:	ATS Senior Safety Specialist
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	May 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

To ensure the safe, efficient and cost-effective customer focussed delivery of Air Navigation Services throughout New Zealand's Domestic and Oceanic Flight Information Regions.

Purpose of the Position

The ATS Safety function enables and supports the safe delivery of Air Traffic Services by ensuring robust safety practices, effective risk and change management, safety promotion, and a proactive, learning-focused safety culture.

The ATS Safety Specialist - Health, Safety & Wellbeing plays a critical role in strengthening Health, Safety and Wellbeing (HSW) performance within Air Traffic Services. This position operates as Line 1 under the Three Lines model. The ATS Safety Specialist - Health, Safety & Wellbeing is responsible for:

- Enabling and supporting operational teams to manage their HSW risks, embedding safe work practices, driving proactive safety engagement, ensuring visibility of risks

across the ATS network, and ensuring the wellbeing of our people in a safety-critical environment.

- Support, drive and coordinate a high-performing network of ATS Health & Safety Representatives across all ATS operational sites.
- Delivering ATS-specific safety promotion, wellbeing campaigns, and engagement activities tailored to ATS operational environments aligned with corporate messages and activities and in collaboration with Safety & Assurance.
- Identifying, analysing, monitoring and communicating Health, Safety and Wellbeing trends and emerging themes from across ATS operations.
- Monitoring and evaluating the effectiveness of critical risk controls within ATS environments, including reporting gaps or weaknesses.
- Comparing work-as-done and work-as-imagined to understand operational realities and inform continuous system and process improvement.
- Providing insights and recommendations to ATS management regarding systemic risk, culture, human factors, and wellbeing.
- Working in close partnership with Safety & Assurance to ensure alignment between operational HSW practices and independent safety assurance frameworks.

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	
<p>Delivery of Line 1 Health, Safety & Wellbeing Responsibilities, Health and Safety Advice</p>	<ul style="list-style-type: none"> ▶ Coordinate HSW Line 1 activities across ATS. ▶ Support ATS operational leaders in fulfilling their Line 1 responsibilities, including risk ownership, incident management, and hazard processes. ▶ Ensure appropriate ATS business representatives participate in and contribute to the Fatigue Management Group (FMG) and Fatigue Working Group (FWG). ▶ Ensure operational teams understand and meet their obligations under the Airways SMS and HSW policies. ▶ Ensure relevant ATS staff participate in required fatigue management training and ongoing competency development. ▶ Provide professional occupational health, safety and wellbeing advice and support to managers, employees and contractors.

	<ul style="list-style-type: none"> ▶ Support change management in relation to health, safety and wellbeing. ▶ Maintain strong and collaborative alignment with Safety & Assurance (Line 2), seeking advice and feedback when required to support effective independent oversight, trend validation, and assurance outcomes.
<p>ATS Health & Safety Representatives</p>	<ul style="list-style-type: none"> ▶ Support the development of, mentor and coordinate ATS H&S Representatives to enhance worker participation and engagement, consistent with legislative expectations. ▶ Lead or support in collaboration with Safety & Assurance forums, learning sessions, and structured feedback channels. ▶ Promote a visible, proactive HSW culture across towers, centres and support teams. ▶ Enhance employee participation in all health and safety management processes.
<p>Risk Monitoring, Trend Analysis & Reporting</p>	<ul style="list-style-type: none"> ▶ Analyse ATS HSW data, reports, observations, audits and wellbeing metrics to identify emerging themes or systemic risk. ▶ Monitor ATS HSW safety performance, including fatigue-related reports, roster impacts, and emerging fatigue trends. ▶ Produce accessible insights to support ATS decision-making, capability-building and operational improvements. ▶ Ensure visibility of risks across the ATS network. ▶ Escalate significant concerns to ATS management and Senior Safety Specialist. Escalate to Safety & Assurance if appropriate.
<p>Critical Risk Control Effectiveness</p>	<ul style="list-style-type: none"> ▶ Support Line 1 risk control verification activities for ATS-specific critical risks (▶ Define and assure ATS rosters in compliance with applicable fatigue regulation, Collective Employment Agreements (CEA), and Airways fatigue management principles. ▶ Document residual risk, gaps and opportunities for improvement.
<p>Understanding Work-as-Done and Work-as-Imagined</p>	<ul style="list-style-type: none"> ▶ Observe frontline ATS operations to gain insights into work-as-done and operational variability. ▶ Compare observations with documented procedures and assumptions. ▶ Identify human factors, system and environmental influences affecting safety and wellbeing.

<p>Safety Promotion & Communication</p>	<ul style="list-style-type: none"> ▶ Design and deliver targeted ATS-specific HSW campaigns, safety communications and learning materials ▶ Support continuous improvement through coaching and building safety capability and culture. ▶ Initiate and deliver fatigue-related improvement initiatives and promotion activities across ATS ▶ Contribute to Airways-wide safety promotion. ▶ Host or support ATS safety meetings, briefings and forums.
<p>Legislative & Compliance Support</p>	<ul style="list-style-type: none"> ▶ Assist ATS leaders and teams in understanding and adhering to HSWA, WorkSafe guidance and internal HSW policies. ▶ Support Line 1 Business Led Assessments, hazard management and continuous improvement processes, aligned with Airways standards and templates. ▶ Support Safety & Assurance led investigations. ▶ Assess fatigue reports through the Business Led Assessment process and provide recommendations to ATS leaders. ▶ Coordinate with Safety & Assurance to integrate Line 1 and Line 2 insights for organisational learning. ▶ Support Line 3 audit activities by providing operational information, evidence and SME input as required.
<p>Self-Development</p>	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
<p>Health & Safety</p>	<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. ▶ Act as a Just Culture advocate within ATS, supporting leaders and teams to apply Just Culture principles in day-to-day activities and promoting open reporting, learning and balanced decision-making.
<p>Travel Requirement</p>	<ul style="list-style-type: none"> ▶ 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	
Senior Safety Specialist	Reports to
General Manager Air Traffic Services	Senior Manager
ATS Health & Safety Representatives	Support, mentor and coordinate
ATS Leaders (Operational Managers / Team Leaders / Deputy Team Leaders)	Work collaboratively and supports
All ATS Employees	Work collaboratively and supports
Airways Safety specialists	Work collaboratively
Safety & Assurance Team	Key stakeholders, inform, seek advice as required, and work collaboratively with
People & Capability	Work collaboratively
External	
ACC/MBIE/WorkSafe NZ/CAA	Key stakeholders
Union partners (NZALPA)	Key stakeholders
Medical Professionals (GP's, Aviation Medical Examiners, Other Specialists)	Work collaboratively
External Suppliers i.e. EAP, TDDA	Work collaboratively

Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary qualification/courses in OHS or equivalent experience in a complex occupational health and safety environment	✓	
Demonstrated understanding of Health and Safety at Work Act, ACC legislation and Health and Safety Codes of Practice	✓	
Fatigue management qualifications/training/experience, preferably in a roster environment	✓	
Human Factors qualifications/training/experience		✓

Key Competencies / Skills / Knowledge	Required	Desirable
A proven track record of health and safety experience with an ability to manage customer, work with management teams and with ACC and medical professionals	✓	
Self-motivated with excellent organisational and critical thinking skills	✓	
Demonstrated influencing and collaborative behaviours	✓	
Superior interpersonal skills including empathy and listening skills	✓	
Capable working knowledge of Microsoft product suite	✓	
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 others 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.	✓	

<p>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.</p>	✓	
<p>Enthuses & Inspires - Is enthusiastic about what they do; has the drive and 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.</p>	✓	
<p>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.</p>	✓	
<p>Owens Decisions - Consults with people, accesses information and analyses facts; considers impacts on stakeholder’s; has confidence in, and owns the decisions; is consistent in their decision making.</p>	✓	

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>	✓

Key Behaviours – Leading Self			Required
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>	✓

Reviews, Investigations and Audits are all essential components of Airways' safety assurance framework. **These three functions make up Airways' Three Lines model.** This is depicted below.

FIRST LINE

Ownership & Accountability

Operational units taking ownership and accountability for performing their role within Policy and as per procedures to the standards required.

- Self-assessments:
 - Control Self-Assessments
 - Data Analytics
 - Continuous Controls Monitoring
- Quality Assurance Processes, e.g., RTF Sampling
- Operational Reviews
- Management Reviews
- Post Implementation Reviews
- Safe Work Observations

SECOND LINE

Compliance & Monitoring

Compliance and monitoring units who provide frameworks and support to operational units performing compliance and monitoring functions.

- Investigations
- Site Inspections:
 - Project sites
 - Operational sites
- Assurance reviews:
 - Process improvement and walkthroughs
 - Reviews of controls e.g. COSO
- ComplyWith Survey

THIRD LINE

Independent Assurance

Independent assurance provided to the Executive by Internal Audit.

- Audits:
 - Financial Audits
 - Project Audits
 - Performance Audits
 - Technology Audits
 - Culture Audit
 - Rechecks of previous audits
 - Data Analytics
 - Compliance and Operational Audits
- External audit support

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