



Position Description

Title	Team Leader ATS Administration
Air Traffic Services	
Locations:	Christchurch, Auckland
Reports to:	Manager, Workforce Optimisation / Manager ATS Support
Direct Reports:	3
Indirect Reports:	NIL
Date:	August 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, Each Other, 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

To lead the ATS Administration function and ensure the delivery of professional, responsive and high-quality administration services that support the operational, customer, strategic and people priorities of Air Traffic Services. The role is responsible for building team capability, maintaining service standards, prioritising workload, driving continuous improvement and ensuring effective administrative support is provided across ATS. The position also provides coordination and continuity of executive support services for ATS leadership.

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	▶ Lead, coach and develop ATS Administration team members to achieve high performance and customer-focused outcomes. ▶ Establish clear priorities, expectations and service standards. ▶ Conduct performance, development and wellbeing discussions. ▶ Identify capability requirements and facilitate development opportunities. ▶ Lead onboarding and capability development activities for the ATS Administration team and contribute to succession planning across the function. ▶ Foster a collaborative, engaged and inclusive team culture. ▶ Promote continuous improvement and innovation within the administration function.
Administration Leadership & Service Delivery	▶ Ensure administrative services are delivered efficiently and within agreed service standards. ▶ Ensure BAU activities (eg. reception/ops support/documents/property and facility management) for the ATS Administration Team are completed as scheduled. Proactively arrange for support to be flexed as needed. ▶ Maintain effective prioritisation and allocation of work across the administration team. ▶ Build and maintain strong working relationships with ATS leaders, operational units and support functions to ensure administration services meet business requirements and customer expectations. ▶ Identify opportunities for improvement and implement these with your manager's support. ▶ Ensure time-critical operational and business support activities are delivered consistently. ▶ Continuously improve administration processes and service quality. ▶ Provide professional support that enables ATS leaders to operate effectively.
Executive & Leadership Support	▶ Ensure ATS leaders receive timely, professional and coordinated administrative support that enables effective planning, decision-making, communication and stakeholder engagement. ▶ Provides a proactive and structured approach to the management of the ATS Heads Of diary, meeting arrangements, meeting minutes and travel schedules ▶ Provides a professional, flexible, organised, proactive and positive approach to juggling multiple tasks, competing priorities and the internal customers

	▶ Interacts regularly and positively with managers, Airways people, and agencies to professionally field queries and questions. ▶ Provides assistance to ATS Heads Of with respect to purchase card reconciliation ▶ Provides administrative support to the Senior Executive Assistant, including leave cover, as required ▶ Coordinate the administrative activities associated with ATS recruitment, onboarding, induction, workforce movements and relocation processes. ▶ Provide administrative support to Workforce Planning, Airways People and operational leaders to enable effective workforce planning activities.
Operational & Business Administration Support	▶ Lead the delivery of operational and business administration services through the ATS Administration team. ▶ ▶ Provide a targeted and high-quality operations administrative service to the Air Traffic Services staff, including but not limited to travel bookings, Dynamics support and associated activities, new employee/onboarding support, stationery/café stocks maintained. ▶ Provides first layer training and support for ARCHR, including updating medical and CAA license information, printing of rosters and assisting with recalls as directed. ▶ Ensure flipchart documentation/maps are checked, distributed and updated within relevant timelines. ▶ Provides administrative training support including file maintenance and famil requests. ▶ Provides a professional, flexible, organised, proactive and positive approach to juggling multiple tasks, competing priorities and the internal customers to which they are assigned.
Business Support Group	▶ When requested, provide assistance to the administration network when required, e.g. to cover periods of sickness/annual leave. ▶ Provide reception cover on a rostered basis to cover all breaks, training, scheduled and unscheduled leave, when required. (Christchurch staff only) ▶ Attend Business Support Group meetings and co-chair when required.
Continuous Improvement	▶ Identify, prioritise and implement opportunities to improve administrative service delivery. ▶ Support the adoption of new systems, tools and processes. ▶ Reduce administrative effort through standardisation and automation where appropriate. ▶ Measure and report on improvement outcomes.
Self-Development	▶ Monitors own performance and seeks development opportunities to improve performance.

	▶ Implements agreed development plans within agreed timeframes.
Health & Safety	▶ 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 a budget of \$ Nil
Financial Delegation	▶ Delegated financial authority for Capital Expenditure of \$ Nil ▶ Delegated financial authority for Operational Expenditure of \$ Nil
Contractual Delegation	▶ Signing Authority to a limit of \$ NIL
Legislative Owner	▶ NIL

Key Relationships / Customers	Nature of Relationship
Internal	
Manager Workforce Optimisation	Manager, reports to, work collaboratively with
ATS Administration	Work collaboratively with to deliver administration support
ATS Management	Key stakeholders, work collaboratively with to deliver key objectives
Senior Executive Assistant	Key stakeholder, work collaboratively with
Team Leaders and Managers	Work collaboratively with to deliver administration support
Airways People	Work collaboratively with to deliver key objectives and administration
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, management, reporting and prioritising both time and varied work tasks.	✓	
Experience and ability in implementing administration systems in the workplace.	✓	
Experience in leading and training teams in similar roles.	✓	
Experience within aviation, engineering or other technology-based industries is preferred but not essential.		✓
Tertiary qualification (level 5 or higher) in a relevant field.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Outcomes driven and delivers to deadlines	✓	
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
Excellent communication skills and the ability to interact professionally with a diverse group of stakeholders ranging from Executives through to internal SME's and external customers.	✓	
A team player who is motivated and enthusiastic and is able to use initiative.	✓	
Proven communicating skills, both verbal and written.	✓	

Key Behaviours – Leading Teams			Required
Put Our People First	Lead and Engage Authentically	Coaches and develops others: Acts as a coach by actively uplifting the capability of others Fosters trust, safety, and inclusion: Ensures others feel safe and respected, promoting inclusivity within teams Celebrates the success and achievements of others : Celebrates and rewards individual and team success	✓
Serve all Airspace users	Safety Focused Thinking	Operates with a safety-led mindset: Prioritises safety in all decisions and implements ideas that improve safety outcomes	✓

Key Behaviours – Leading Teams			Required
		Applies a customer-centric lens: Prioritises the customer in all decisions and actively seeks to improve customer experiences	
Unlock Future Growth	Innovation & Results Driven	Focuses on growth, financial performance, and drives innovation: Responsible for creating innovative solutions and delivering growth and sound financial performance Considers future needs when making decisions: Prioritises future objectives and needs in all decisions in Airways strategies and processes Strives for excellence in performance: Holds self and others accountable for delivering high-quality work and performance	✓
Support Sustainable Aviation	Sustainability Champion	Promotes sustainability and champions sustainable practices: Promotes sustainability and prioritises sustainable outcomes in all decisions Embeds and improves sustainable practices: Implements processes that align to Airways sustainability goals and looks for ways to improve sustainability outcomes	✓

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