



Position Description

Title	General Manager Air Traffic Services
Executive	
Locations:	Christchurch or Auckland
Reports to:	Chief Executive
Direct Reports:	5
Indirect Reports:	458
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, 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

Air Traffic Services is responsible for implementation and operation of safe air traffic management services within the New Zealand Domestic and Oceanic Flight Information Regions (FIR's).

Purpose of the Position

The General Manager Air Traffic Services is accountable for leading Airways' air navigation services business to deliver safe, reliable, customer-focused and commercially sustainable outcomes for New Zealand aviation.

The role provides strategic and operational leadership to ensure customers consistently receive high-quality services that enable safe, efficient and resilient aviation operations. As a member of the Executive Leadership Team, the role contributes to enterprise strategy, organisational transformation, leadership development and industry influence while strengthening Airways' reputation as a trusted and customer-focused air navigation service provider.

The role balances operational excellence, customer value, workforce sustainability, regulatory compliance and long-term organisational success to ensure Airways remains well positioned to meet the future needs of the aviation sector.

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

Strategic Acuity into Action

The GM ATS is accountable for defining and executing the strategic direction of Air Traffic Services, ensuring the function remains safe, sustainable, customer-focused and aligned with Airways' long-term objectives.

Expected behaviours and outcomes:

- Develop and communicate a compelling long-term vision for ATS aligned with Airways strategy.
- Translate enterprise priorities into clear operational, customer, people and financial outcomes.
- Anticipate emerging aviation, technology, workforce, regulatory and customer trends and position ATS to respond proactively.
- Apply systems thinking to understand enterprise risks, opportunities, dependencies and trade-offs.
- Make disciplined strategic choices that balance safety, service, customer outcomes, workforce sustainability and commercial performance.
- Use customer and stakeholder insights to shape future service delivery, investment priorities and operating models.
- Lead strategic discussions regarding automation, digital enablement, airspace evolution and future service provision.
- Provide strategic advice and operational insight to the CEO, ELT and Board.
- Ensure ATS strategies and decisions support compliance with applicable legislation, Civil Aviation Rules, expositions and safety management obligations.
- Allocate resources and investment to maximise long-term enterprise value rather than functional benefit alone.

Facilitating Transformative Change

The GM ATS is accountable for leading transformational change that improves organisational performance while maintaining safe, resilient and effective service delivery.

Expected behaviours and outcomes:

	• Create and communicate a compelling narrative for change that connects organisational purpose, strategy and daily work. • Lead significant organisational, operational and technological change initiatives across ATS. • Build organisational readiness and capability to successfully implement change. • Ensure change programmes deliver measurable improvements in safety, customer outcomes, efficiency and workforce effectiveness. • Engage staff, customers and stakeholders in the design and implementation of change. • Reinforce Just Culture principles, psychological safety and learning during periods of transformation. • Enable leaders to confidently lead through uncertainty and organisational transition. • Promote continuous improvement, adaptability and innovation across ATS. • Balance transformation objectives with operational stability, resilience and safety performance. • Embed lessons learned and organisational learning into future change initiatives.
Creating the Environment to Thrive	The GM ATS is accountable for creating an environment where people, teams and leaders can perform at their best and contribute to organisational success. Expected behaviours and outcomes: • Establish a high-performing culture built on accountability, trust, collaboration and continuous improvement. • Lead and develop the ATS leadership team to deliver safe, effective and customer-focused outcomes. • Build leadership capability at all levels and create opportunities for growth and development. • Develop succession plans and talent pipelines for critical operational, technical and leadership positions. • Foster psychological safety, employee engagement and a strong sense of belonging. • Promote open communication, constructive challenge and quality decision-making. • Ensure organisational structures, roles and routines support effective execution and adaptability.

	• Build workforce capability aligned to future ATS service delivery requirements. • Maintain a visible leadership presence throughout ATS and actively engage with employees. • Embed customer focus as a core leadership expectation across all ATS functions. • Ensure leaders understand how operational and strategic decisions affect customers and airspace users.
Deepening Connection with the CEO, Board, Peers and Colleagues	The GM ATS is accountable for contributing to enterprise leadership and supporting organisational success beyond the ATS portfolio. Expected behaviours and outcomes: • Act as an enterprise leader first and a functional leader second. • Contribute actively and constructively as a member of the Executive Leadership Team. • Support collective ownership of Airways strategy, performance and organisational outcomes. • Provide trusted advice to the CEO and Board on operational, strategic and regulatory matters. • Promote robust discussion, quality debate and informed decision-making. • Collaborate effectively across business groups to achieve enterprise objectives. • Build alignment between operational, technology, customer, safety and commercial priorities. • Champion initiatives that create value beyond the ATS portfolio. • Encourage cross-functional collaboration and organisational cohesion. • Share ATS expertise and operational insights to strengthen enterprise performance. • Advocate for customer outcomes and organisational reputation when enterprise decisions are being made.
Building Trusted Partnerships	The GM ATS is accountable for developing and maintaining trusted, long-term relationships that strengthen Airways' performance, reputation and influence. Expected behaviours and outcomes: • Act as the executive sponsor for Airways' most important operational customer relationships.

	• Develop trusted relationships with airlines, airports, regulators, government agencies, military partners, industry bodies and general aviation representatives. • Ensure customer needs, concerns and future requirements are understood and appropriately addressed. • Maintain regular engagement with strategic customers and key aviation stakeholders. • Lead resolution of significant customer issues, service concerns and relationship risks. • Balance customer expectations with safety, regulatory and operational requirements. • Represent Airways credibly and positively within national and international aviation forums. • Influence industry discussions that support the long-term development of aviation and air navigation services. • Identify opportunities to improve customer value, service quality and industry outcomes. • Strengthen customer confidence through reliable service delivery, transparency and responsiveness. • Build confidence with regulators and stakeholders through effective governance, risk management and operational oversight. • Support Airways' reputation as a safe, trusted, customer-focused and commercially sustainable air navigation service provider.
Healthy Performance Norms	The GM ATS is accountable for modelling the leadership behaviours, discipline and resilience expected of a senior executive. Expected behaviours and outcomes: • Demonstrate self-awareness, emotional intelligence and mature leadership judgement. • Model Airways values and leadership expectations through consistent behaviour. • Maintain credibility through authenticity, integrity and accountability. • Create time for strategic thinking, reflection and long-term planning. • Demonstrate resilience and composure during complex operational, safety and organisational challenges. • Seek and act on feedback to continuously improve leadership effectiveness.

	• Maintain a sustainable approach to personal performance and wellbeing. • Promote healthy performance norms and wellbeing across ATS. • Model behaviours that support trust, psychological safety and continuous learning. • Maintain visibility and accessibility as a leader while remaining focused on strategic priorities. • Demonstrate a genuine commitment to customers by actively seeking feedback and using customer insights to improve decision-making and service performance.
Travel Requirement	Work will be required in other locations within NZ and internationally to perform the duties of the role.
Budget	Responsible for managing a budget as approved annually circa \$130 Million
Financial Delegation	Delegated financial authority for Capital Expenditure of \$1 Million Delegated financial authority for Operational Expenditure of \$1 Million
Contractual Delegation	Signing Authority to a limit of \$1.5 Million
Legislative Owner	Regularly review legislative owner matrix and ensure up to date with all relevant legislation assigned to role Ensure business unit compliance with relevant legislation Financial, operational, and rule part owner responsibility for CAA Rule Parts 172 and 174 and their Expositions. Parts 172 and 174 New Zealand Responsible Person certified.

Key Relationships / Customers	Nature of Relationship
Internal	
Chief Executive	Partner with the CEO to shape organisational strategy, provide operational and industry insight, manage strategic risk, and deliver enterprise outcomes.
Board of Directors	Support effective governance through transparent reporting, strategic advice, operational insight and proactive management of safety, regulatory and business risks.
Executive Leadership Team	Contribute as an enterprise leader to strategic direction, collective decision-making, organisational performance and long-term success of Airways.
General Managers and Functional Leaders	Collaborate across organisational boundaries to align priorities, deliver enterprise initiatives, resolve complex business challenges and achieve shared outcomes.
ATS Leadership Team	Lead, coach and develop leaders to deliver safe, customer-focused and commercially sustainable outcomes while building future organisational capability.
ATS Employees	Provide visible leadership, communicate purpose and direction, foster engagement and wellbeing, and build a culture of accountability, learning and continuous improvement.
Safety, People, Finance and Technology Functions	Partner to strengthen organisational capability, operational resilience, safety performance, workforce sustainability and long-term business success.
External	
Airlines, Airports and Airspace Users	Build trusted partnerships, understand customer needs and deliver safe, reliable and customer-focused outcomes.
Civil Aviation Authority, Government and Defence Stakeholders	Influence, collaborate and maintain confidence in Airways through effective governance, compliance and operational leadership.

Industry Bodies, ANSPs and Strategic Partners	Represent Airways, strengthen industry relationships and contribute to the future of aviation and air navigation services.
Unions and Employee Representative Groups	Engage constructively to support organisational performance, workforce sustainability and positive employee outcomes.
Customers and Key Stakeholders	Foster trust, create long-term value and strengthen Airways' reputation through service excellence, transparency and responsiveness.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary qualification in aviation, business, management, engineering or a related discipline or equivalent.	✓	
Significant senior leadership experience leading large, complex operational environments with accountability for safety, people, performance and financial outcomes.	✓	
Demonstrated experience leading organisational, operational or technological transformation.	✓	
Proven ability to lead leaders, develop organisational capability and build succession depth.	✓	
Experience contributing to enterprise strategy, executive decision-making and organisational performance.	✓	
Significant experience operating within highly regulated and safety-critical environments.	✓	
Experience engaging with regulators, customers, government agencies, industry bodies and key stakeholders.	✓	
Senior leadership experience within aviation, transport, infrastructure, defence or other 24/7 operational environments.	✓	
Knowledge of aviation regulation, safety management systems and air navigation service provision.	✓	
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.	✓	

Behaviours – Leading Leaders			Required
Put Our People First	Lead and Engage Authentically	Coaches and develops others: Identifies workforce capability gaps and invests in development Fosters trust, safety, and inclusion: Ensures we are 'One Airways' by fostering a culture of diversity and inclusion so that all employees feel safe, connected and valued Celebrates the success and achievements of others : Creates an environment which celebrates, rewards and recognises employees	✓
Serve all Airspace users	Safety Focused Thinking	Operates with a safety-led mindset: Drives a safety-led mindset and implements processes that drive safety outcomes Applies a customer-centric lens: Promotes a customer-centric approach and implements processes that enhance customer outcomes	✓
Unlock Future Growth	Innovation & Results Driven	Focuses on growth, financial performance, and drives innovation: Builds org-wide capability that develops innovative solutions and drives growth and prioritises positive financial outcomes Considers future needs when making decisions: Ensures future objectives and needs are reflected in Airways strategies and processes Strives for excellence in performance: Drives a high-performance culture that is focused on continuous improvement and excellence	✓
Support Sustainable Aviation	Sustainability Champion	Promotes sustainability and champions sustainable practices: Is a champion of sustainability, advocating for sustainable practices to internal and external stakeholders Embeds and improves sustainable practices: Sets sustainability frameworks and objectives that underpin processes and improve 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