



Position Description

Title	Delivery Practice Manager
Technology	
Locations:	Christchurch
Reports to:	Head of Portfolio Delivery
Direct Reports:	1 (proposed to grow to 6-8 in the future)
Indirect Reports:	N/A
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

The Technology Group is responsible for the effective delivery, management and services of all technology disciplines within the air navigation services environment - engineering design, software design and development, technology architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance program development, project management, and logistics support.

The Portfolio Delivery department is a key function in the Technology Group that is responsible for the effective planning and delivery of programmes and projects to support Airways to deliver on its strategic goals. The Head of Portfolio Delivery has a reporting line to the Chief Information Technology Officer as the head of the Technology Group which reflects the volume of delivery (number and value of projects) that have a strong technology connection across Airways. The Portfolio Delivery team also provides programme and project capabilities to other areas of Airways. The office is seen as a strategic function of Airways that operates with technology and business decision makers to provide support on governance, project portfolio management best practices, mentoring, tools and standardised processes for all project, program and portfolio management activities.

Purpose of the Position

The Delivery Practice Manager is responsible for improving the way Airways delivers projects, programmes and portfolio outcomes over time. The role leads the ongoing development of delivery practices, standards, methods, tools and capability so that project delivery and governance is consistent, effective and continually improving across the Technology Group.

The role provides leadership for the Delivery Practice team, ensuring resources are deployed effectively, and that quality objectives, common ways of working and practical delivery guidance are established and maintained.

The role also provides reliable delivery reporting, metrics, portfolio analysis, tool administration and coordination support for the Project Delivery Managers and the Head of Portfolio Delivery, enabling informed decision making and successful delivery of scheduled work.

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	▶ 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. ▶ Manage recruitment and contractor agreements in line with Airways policy to support delivery resource requirements.
Delivery Capability and Maturity	▶ Own and evolve delivery frameworks, methodologies, standards, templates and governance practices so they are practical, consistent and fit for purpose. ▶ Build delivery capability across the Portfolio Delivery team through guidance, coaching, mentoring, training and promotion of good practice. ▶ Work with Project Sponsors/Steering Groups to enhance governance maturity and decision making. ▶ Facilitate communities of practice to share knowledge and jointly build capability.
Continuous Improvement and Assurance	▶ Lead continuous improvement initiatives across the delivery lifecycle, using lessons learned, stakeholder

	feedback and delivery data to improve consistency and outcomes. ▶ Establish and maintain project health checks, quality review practices and improvement actions that strengthen portfolio delivery quality over time.
Planning & Design	▶ Deploy staff and contractors from within the Delivery Practice team to assist with development of detailed project documentation, including objectives, scope, deliverables, and high-level timelines. ▶ Collaborate with stakeholders to refine project requirements and ensure they meet organizational needs. ▶ Design and implement changes to tooling to improve delivery practices.
Delivery Performance and Insights	▶ Analyse portfolio performance data to identify trends, systemic risks, bottlenecks and opportunities to improve delivery predictability and success. ▶ Provide clear insights and recommendations that support improved decision making, benefits realisation and delivery maturity. ▶ Ensure data is managed within quality standards and that analysis and reporting provides clear, concise information to meet business objectives and demonstrate alignment with strategic goals. ▶ Engage stakeholders across the Delivery Group to capture and refine requirements for delivery tools, reporting and performance insights.
Monitoring & Adjustment	▶ Monitor data relating to Technology Group workstreams to identify changes impacting milestones, finances, or resources. ▶ Notify/escalate issues relating to resourcing, or project/programme delivery. ▶ Work with stakeholders to proactively adjust information when actual situation differs from forecast.
Stakeholder Engagement	▶ Act as the primary point of contact for Project Delivery Managers and the Head of Portfolio Delivery in relation to practice maturity, tool administration, business analysis, project coordination and portfolio reporting. ▶ Maintain clear and regular communication with stakeholders regarding project status and any significant changes.
Self-Development	▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.

Health, Safety & Risk	▶ Responsible for pro-actively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors. ▶ Accountable for providing a safe work environment and implementing Airways health & safety systems for all staff and contractors. ▶ Accountable for creating a culture that promotes health & safety. ▶ Responsible for ensuring staff and contractors understand their health & safety obligations including obligations to keep Airways secure. ▶ Responsible for driving continuous improvement in all aspects of health & safety and ensuring any current or new work practices are assessed for potential safety impact and they deliver on safety excellence. ▶ Responsible for identifying and proactively reporting risks. ▶ Participates in activities undertaken to manage risk across Airways including improving controls effectiveness.
Travel Requirement	▶ 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	▶ 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. ▶ Please refer to Delegated Authority Policy for further information.
Legislative Owner	▶ Nil.
Safety Sensitive	▶ No.

Key Relationships / Customers	Nature of Relationship
Internal	
Head of Portfolio Delivery	Reports to
Project Delivery Manager	Work collaboratively with to deliver key projects
Resource Planning Lead	Work collaboratively with to support and inform resourcing analysis

Delivery Practice Team	Direct reports
Business Stakeholders	Works collaboratively and communicates with regarding project activities particularly through the Initiate and Closure/Benefits Realisation phases of the Project Lifecycle.
Project Sponsors/Steering Groups	Ensure governance processes are followed in a timely fashion and provide support in the use of tools and processes. Support growth in governance maturity.
Resource Managers (Operations and Technology Group)	Ensure all relevant portfolio, programme and project processes are followed in a timely fashion and provide training and support in the use of tools and processes for both portfolio owners, sponsors and programme/project managers.

External

External contracting agencies	Manage recruitment for contract resources
Suppliers of toolsets	Manage contracts and deliverable for necessary toolsets.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant Tertiary degree in project management and delivery or equivalent experience in New Zealand/or internationally.	✓	
PMP accreditation or similar professional project management qualification.	✓	
Professional qualifications in Portfolio Programme Project Management (P3M3) or Project Portfolio Management (PPM).		✓
Minimum 5 years' experience supporting capability development and providing reporting to governance groups.	✓	
Minimum 10 years industry experience (e.g. engineering, IT, construction) with 5 years' experience working in a project environment including any of the following: Strategy Office, Portfolio Office, Programme Office, Project Management Office or similar.	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
Demonstrated ability to improve delivery frameworks, methods, standards and practices over time.	✓	
Demonstrated leadership and management skills to build capability in a cross-functional team environment.	✓	
Skilled at identifying and reporting trends in relation to project/programme activities.	✓	
Proven experience in workload and quality management in relation to project delivery activities.	✓	
Ability to collaborate to fulfil key stakeholder needs and bring a continuous improvement approach to delivery support practices and reporting.	✓	
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
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.	✓	
Ability to identify and manage resource constraints and appropriately deploy staff to support.		✓
Open and honest communicator, anticipates needs of stakeholders and deals with issues constructively.	✓	

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