



Position Description

Title	COMMUNICATIONS ADVISOR
People & Partnerships	
Locations:	Auckland/ Christchurch
Reports to:	Communications Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	September 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 People & Partnerships Group manages our people, customer and stakeholder relationships, communications, sustainability, and strategy. They ensure an integrated approach to managing internal and external relationships, promoting a customer-focused and engaged workplace culture. They oversee strategic customer and stakeholder relationships, communications, and the development of Airways Corporate Strategy, including sustainability.

The Group plays a critical role in supporting the business to achieve its objectives by providing high-quality internal service and advice that is proactive, innovative, and impactful.

Within that, the Communications team work with the business to protect and enhance the reputation of Airways and promote an informed, accurate and consistent perception of our organisation internally and externally.

Purpose of the Position

This role is responsible for providing day to day communications support and advice to the business, managing communications channels and supporting the wider Communications team to deliver their communications plan, as well as supporting the delivery of activities to drive engagement and culture internally.

- ▶ Support Senior Communications Advisor and Communications Manager to develop an appropriate and cohesive annual communications plan incorporating staff engagement, customer engagement, sponsorship, social media and proactive PR outreach.
- ▶ Deliver high-quality day-to-day communications advice and support, implementing communications activities and plans aligned with Airways' communications strategy and priorities.
- ▶ Day to day management of internal communications channels including intranet, all company calls and company-wide events.
- ▶ Support delivery of key engagement activities including Values awards, and key events.
- ▶ In collaboration with the business and wider communications team, develop and implement communications plan for non-strategic initiatives.
- ▶ Maintaining the Airways website in line with the strategic initiatives and priorities.
- ▶ implement the social media strategy to promote the Airways strategy, strategic pillars and values, employee value proposition (EVP) and major business initiatives.
- ▶ Develop and implement the sponsorship strategy, including identifying sponsorship and leverage opportunities that align with the Airways strategy, strategic initiatives and EVP.
- ▶ Respond to media queries in collaboration with Communications Manager.

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	▶ Promote the vision and values of Airways both internally and externally. ▶ Lead by example and set the standard for professional behaviour and excellent work habits that support a positive, performance-based environment, the Communications Team brand and personal brand. ▶ Promote the function and activities undertaken by the Communications Team and the wider People & Partnerships Team.
Communications & Publications	▶ Day to day management of internal communications channels including Te Kete home page, Te Kete articles and all company calls, and external social media channels.

	▶ Deliver day-to-day and business communications through agreed channels, implementing communications plans and producing high-quality content aligned with Airways' communications strategy and priorities. ▶ Provide communications support, advice, guidance and tools for the wider business on best practice communications for day-to-day activities. ▶ Create and deliver engaging, on-brand content for internal and external channels aligned to the communications strategy. ▶ Create and produce high-quality internal materials, including reports, blog posts, briefing papers, speeches, presentations, intranet articles and announcements as required. ▶ Manage suppliers to deliver quality communications resources that align with the Airways brand and provide value for money. ▶ Contribute to communication templates, guidelines and best practice resources.
Stakeholder Engagement	▶ Build effective relationships with internal and external stakeholders to understand communication needs and support the successful delivery of communications activities and initiatives. ▶ Support the focus on and delivery of our Communications strategy alongside the team and Communications Manager.
Brand, events and sponsorship	▶ Coordinate and deliver Airways' brand, sponsorship and engagement activities in accordance with agreed strategies, plans and brand standards. ▶ Lead the coordination of company-wide engagement events such as Matariki, International Day of the Air Traffic Controller and other identified as part of wider company strategy. ▶ Support the delivery of key internal and external events including creating content and promotional material as appropriate.
Media engagement	▶ Support wider team to manage reactive media inquiries and proactive media engagement. ▶ Support the Communications Manager to manage company-wide responses to issues or crises. ▶ Covering the news media phone, including being on call after hours.
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 values - taking individual accountability, behaving with integrity, being safe. ▶ Responsible for working in a safe manner and striving for continuous improvement in health and 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 and safety training.
Travel Requirement	▶ In order to effectively carry out the duties of the role work will be required in other locations within NZ/internationally. Specifically, travel to Airways corporate offices (Christchurch, Wellington, or Auckland) will be required on a regular basis.
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	
Communications Manager	Directly report to
Senior Communications Advisor	Work closely and collaboratively with
Airways Senior Managers and employees	Work collaboratively to understand communications requirements and deliver effective communications advice, activities and solutions
All Airways employees	Key stakeholders and customers.
External	

Media	Present credibly as a subject matter expert on behalf of Airways
Suppliers and vendors	Coordinate services, monitor quality and ensure value for money.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary degree in Communications / Journalism or equivalent experience in a commercial domain.	✓	
3 + years' experience in a relevant business communications or PR agency role.	✓	
Demonstrated experience in dealing with media across all mediums: including print, broadcast, online and social media management.	✓	
Solid experience managing a creative agency, projects and campaigns, events and key relationships.	✓	
Demonstrated experience in developing and implementing communications plans channel management including social media and SharePoint.	✓	
Experience within aviation or similar industry.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Excellent communicating skills, both verbal and written.	✓	
Demonstrated interpersonal skills and influencing and collaborative behaviours and the ability to work with diverse teams and people.	✓	
Experience in implementing digital and social media campaigns. Good working knowledge of social media channels and online publishing platforms.	✓	
Ability to analyse issues and communicate them simply and efficiently.	✓	
An ability to prioritise and deliver a fast turnaround and stay calm under pressure.	✓	
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.	✓	
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.	✓	
Accountable: Decisions and is accountable; consults with people; accesses information and analyses facts from a broad viewpoint; balances the needs of stakeholder triangle; has confidence in decisions; identifies core principles, and applies them consistently to decisions.	✓	
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.	✓	
Dealing with Pressure: Copes with complex problems calmly; maintains a good rapport with people in stressful situations; handles issues and problems as they arise; is calm even under difficult circumstances; takes time to think problems through.	✓	
Quality Focused - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.	✓	
Is Visible - Gets out of the office and is visible in the workplace and at crucial meetings; takes the time to know staff as individuals; walks the talk – what they say is what they do; is friendly and approachable – makes time for staff; takes problems and ideas seriously, is prepared to modify position and keeps people informed.	✓	

Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	Coaches and develops others: Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others Fosters trust, safety, and inclusion: Treats others with respect and values diverse perspectives Celebrates the success and achievements of others: Congratulates peers on their success	✓
Serve all Airspace users	Safety Focused Thinking	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 Applies a customer-centric lens: Understands the needs of relevant customers and stakeholders	✓
Unlock Future Growth	Innovation & Results Driven	Focuses on growth, financial performance, and drives innovation: Focuses on growth and financial impacts and looks for innovative solutions Considers future needs when making decisions: Understands future objectives and needs Strives for excellence in performance: Completes day to day tasks at a high quality	✓
Support Sustainable Aviation	Sustainability Champion	Promotes sustainability and champions sustainable practices: Champions Airways commitment to sustainability Embeds and improves sustainable practices: Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes	✓

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