



Position Description

Title	AIR TRAFFIC CONTROLLER – ENROUTE NORTH
Air Traffic Services	
Locations:	Christchurch
Reports to:	Team Leader - Area Enroute North
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	October 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

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

Purpose of the Position

- To provide a safe and efficient Area Surveillance control, flight information, and alerting services to our customers.
- To enhance the productivity and job satisfaction of all members of the team, and the Centre as a whole, by contributing positively to the ongoing development of procedures, systems, and work practices.
- The position involves shift work starting at various times of the day in accordance with the roster, including night shifts and weekends. The AREA roster is a 24/7 operation.

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	▶ Be a role model, at all times, of our values and expected standards of behaviours ▶ Actively promote Airways Values and its goals in a positive and professional manner - both internally and externally.
Responsibility	▶ Rostered duties as an Enroute Area Surveillance Controller on the RAN and OCR sectors ▶ Operating in accordance with the directives for Enroute Surveillance Controllers specified in the Manual of Air Traffic Services, and within the rules and instructions specified in the Regional ANS Management System.
Continuous Improvement	▶ Identify system errors and communicate these to technical staff and/or Enroute Area Sector Team Leader Group ▶ Contributing to team development by performing operationally related tasks as assigned from time to time.
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 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
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Internal

Team Leader Area Enroute Surveillance	Reports to
Area Enroute Surveillance Sector DTLs	Work collaboratively with
Area Enroute Surveillance team members	Work collaboratively with
Other Controllers	Day to Day operations and Co-ordination
Airways Technicians	Reporting faults, approving and facilitating maintenance.

External

Pilots	Provision of an Air Traffic Service
Airport Company Staff	Emergency notification, day to day liaison of airfield operations etc.

Formal Qualifications / Training / Experience	Required	Desirable
Area Control Surveillance Rating	✓	
Area Control Procedural Rating		✓
Hold a current Class 3 Medical that will permit the holder to operate on the Area Enroute Surveillance sector	✓	
The flexibility to cope with the diversity of traffic in the Area Enroute airspace	✓	
Demonstrate a willingness to add value to the team	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
A knowledge of MS Office products and elementary computing skills		✓
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, Each Other, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
Accountable – Owns 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.	✓	

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.	✓	
Enthuses & Inspires - Is enthusiastic about what they do; is driven and has 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.	✓	

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