



Position Description

Title	Senior Operational Safety Specialist – Air Traffic Services
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Air Traffic Services

Locations:	Christchurch or Auckland
Reports to:	Manager ATS Safety
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, 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

To ensure the safe, customer focussed, efficient, cost effective and future focused delivery of Air Navigation Services, including Air Traffic Control and Management Services throughout New Zealand's Domestic and International Flight Information Regions.

Purpose of the Position

This role is responsible for supporting the Manager ATS Safety in delivering the ATS Safety strategy, work programme and safety improvement activities by providing specialist operational safety expertise, leadership and practical support across risk management, assurance, operational change, safety performance and organisational learning.

The Operational Safety Specialist provides specialist operational safety expertise and leadership across Air Traffic Services (ATS). Working within Airways' Three Lines Model and Safety Management System, the role supports ATS leaders to proactively identify, understand and manage operational safety risks, assess and strengthen the effectiveness of risk controls, and

drive continuous improvement in safety performance, operational resilience and organisational learning.

The role is recognised as a subject matter expert in Air Traffic Services operational safety and provides authoritative advice, analysis and support across operational activities, incident response, business-led assessments, investigations, risk assessments, and safety improvement initiatives.

The position leads operational safety workstreams and initiatives, facilitates risk assessments and verification activities, coaches leaders and operational personnel in the practical application of safety management principles, and coordinates the ATS Safety Point of Contact (SPOC) network to promote engagement, organisational learning and continuous safety improvement.

The role plays a key part in strengthening ATS first-line ownership of operational safety risk while supporting the Manager ATS Safety in delivering the ATS Safety programme.

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	
Operational Safety Risk Management	▶ Act as a recognised ATS operational safety subject matter expert. ▶ Support ATS managers and operational leaders in identifying, assessing and managing operational safety hazards and risks. ▶ Lead operational safety risk assessments, hazard identification workshops and control effectiveness reviews. ▶ Maintain and continuously improve ATS operational risk registers, bowties, control frameworks and risk treatment plans. ▶ Monitor emerging operational safety risks and identify opportunities for improvement. ▶ Analyse operational risk information and provide evidence-based recommendations to ATS management. ▶ Support the implementation and monitoring of risk controls and associated improvement actions. ▶ Promote consistent application of Airways risk management and Safety Management System processes across ATS.
Safety Occurrence Analysis and Investigation Support	▶ Lead analysis of ATS safety occurrences, trends and emerging safety issues.

	▶ Support occurrence investigations, assessments and reviews in accordance with the Airways Safety Management System. ▶ Provide operational safety expertise to triage, occurrence classification, risk assessment and causal analysis activities. ▶ Identify recurring themes, systemic issues and opportunities for safety improvement. ▶ Support ATS representation during investigation and review processes. ▶ Monitor implementation and effectiveness of safety actions arising from investigations and occurrence reviews. ▶ Facilitate organisational learning from occurrences and safety events. ▶ Maintain oversight of ATS reactive and proactive safety data and performance indicators.
Operational Change Management and Safety Assurance	▶ Provide specialist operational safety advice in change management activities. ▶ Support operational change assessments, safety cases and post-implementation assurance activities. ▶ Facilitate hazard identification workshops and safety risk assessments. ▶ Ensure operational safety hazards, assumptions, mitigations and residual risks are appropriately documented and managed. ▶ Monitor implementation of operational safety mitigations and assurance requirements.
ATS Self-Assurance and operational performance	▶ Coordinate and support ATS self-assurance activities including business-led assessments activities. ▶ Lead assurance activities within delegated areas of responsibility. ▶ Analyse assurance findings to identify trends, systemic issues and opportunities for improvement. ▶ Support managers to implement and monitor corrective actions arising from assurance activities. ▶ Assist in assessing the effectiveness of operational safety controls. ▶ Promote continuous improvement of ATS assurance processes and practices.
Safety Intelligence, Data and Reporting	▶ Collect, analyse and interpret operational safety information from occurrences, investigations, audits, assurance activities and operational feedback. ▶ Develop safety performance reports, dashboards, briefings and presentations for ATS managers and leadership teams.

	▶ Identify emerging trends and provide actionable insights to support risk-based decision making. ▶ Support development and monitoring of ATS safety performance indicators. ▶ Maintain accurate operational safety records, databases and reporting systems. ▶ Provide specialist safety analysis to support strategic and operational decision making.
Safety Promotion, Learning and Improvement	▶ Lead and coordinate operational safety improvement initiatives and workstreams. ▶ Support the development and implementation of ATS Safety Improvement Plans. ▶ Promote awareness of operational safety risks, controls and lessons learned across ATS. ▶ Develop and deliver operational safety communications, guidance material and learning resources. ▶ Facilitate safety workshops, learning reviews and operational safety forums. ▶ Support development of safety culture initiatives that strengthen reporting, learning and continuous improvement. ▶ Promote operational learning arising from occurrences, investigations, audits and assurance activities.
SPOC Network Leadership and Coordination	▶ Provide leadership, coordination and ongoing development of the ATS Safety Point of Contact (SPOC) network. ▶ Facilitate regular SPOC meetings, workshops and engagement activities. ▶ Foster a collaborative community that promotes safety awareness, risk management, organisational learning and continuous improvement. ▶ Support SPOCs to effectively contribute to local safety activities and safety improvement initiatives. ▶ Coordinate communication and sharing of operational safety information across the SPOC network. ▶ Support capability development of SPOCs through coaching, mentoring and training activities. ▶ Monitor the effectiveness of the SPOC network and recommend improvements to maximise engagement and value.
Coaching, Mentoring and Capability Development	▶ Coach ATS managers, operational leaders and operational personnel in the practical application of safety management principles.

	▶ Provide mentoring and guidance on risk assessment, operational assurance and business-led assessments. ▶ Build operational safety capability across ATS through education, facilitation and collaborative problem solving. ▶ Support development of safety leadership capability throughout ATS. ▶ Positively influence operational safety culture through professional expertise and trusted advice.
Project and Initiative Delivery	▶ Lead assigned operational safety initiatives, projects and improvement workstreams. ▶ Develop implementation plans, monitor progress and report outcomes. ▶ Coordinate stakeholders to ensure successful delivery of agreed safety outcomes. ▶ Support cross-functional initiatives that improve operational safety performance. ▶ Contribute to the development of ATS safety frameworks, processes and guidance material.
Manage Key Relationships	▶ Build strong professional relationships across ATS and the wider organisation. ▶ Work collaboratively with managers, operational leaders, Safety & Assurance, TG Safety and other stakeholders. ▶ Establish credibility as a trusted advisor and operational safety subject matter expert. ▶ Promote collaborative problem solving and a One Airways approach.
Self-Development	▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
Health, Safety & Risk	▶ 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. ▶ 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	
Manager ATS Safety	Reports to
ATS Safety team	Work collaboratively with to deliver the ATS Safety strategy and continuously improve safety within ATS.
TG Safety team	Work collaboratively with
Safety and Assurance Team	Work collaboratively with to deliver key outcomes and improvements
Airways Managers and Employees	Establish and develop relationships with; work collaboratively with and be a key safety SME to show how improvements can be delivered in a tangible and measurable way across ATS
ATS Safety Points Of Contact	Coordinates the ATS SPOC network to promote engagement, organisational learning and continuous safety improvement
External	
Customers and stakeholders in the aviation system	Liaise with as required, mutual benefits from sharing of information

Association Partners	Work closely with
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Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary qualification in aviation, safety management, risk management, or equivalent operational safety experience gained within aviation, air traffic management, or other high-reliability industries.	✓	
5+ years in a business environment with strong cross-functional safety management experience	✓	
Demonstrated ability to work and maintain relationships with diverse teams and people	✓	
Knowledge of aviation industry especially from a safety outcome perspective.	✓	
Human Factors qualifications/training/experience		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office	✓	
Significant expertise with safety legislation	✓	
Able to assess and understand business processes and practices and make evidence-based recommendations to support improvements.	✓	
Able to accurately interpret complex information and data and tailor information to meet the needs of different stakeholders	✓	
Self-motivated, able to work with minimal supervision and to tight deadlines	✓	
Superior interpersonal skills including empathy and listening skills	✓	
Excellent written and verbal communication skills.	✓	
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.	✓	
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 checks changes made.		
Collecting and Analysing Information - Seeks data from manuals, logs, tests and inspections or experienced people when researching problems; balances risk and competing factors when considering actions; uses knowledge of component, system and business needs to make decisions; takes information in quickly and uses it accurately.	✓	
Problem Solving - Seeks out the data required; identifies discrepancies in data and is meticulous in generating hypotheses that incorporate all the symptoms; is tenacious when faced with difficult problems maintaining a systematic and logical approach; appreciates there are always a number of solutions to problems and thinks laterally to identify these.	✓	
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.	✓	
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.	✓	

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	✓

Key Behaviours – Leading Self			Required
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