Position Description

Title	Learning Support Administrator
Airways International Ltd	
Locations:	Christchurch
Reports to:	Training Quality Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	July 2026

Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services training, simulation & selection solutions, uncrewed traffic management, aeronautical information management, flight procedures and aviation consultancy services to the global aviation industry.

As pioneers and market leaders, we partner with some of the best in the industry to develop and deliver world-leading products and services. To learn more about our people and organisational structure, check out www.airwaysinternational.com

Purpose of the Position

You will be part of the Training team, helping the business to thrive. Your role includes supporting: our students who study here in NZ or overseas; maintaining records in our student management system; coordinating events; supporting course delivery; undertaking administrative services to keep things running smoothly; and supporting the wider AIL business. You'll have a varied role with focuses that change throughout the year based on business priorities.

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, and may include other duties as assigned by the Head of ATS Training.

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	
Training Delivery	▶ Provide support to the Head of ATS Training and Training staff for the delivery of Air Traffic Control (ATC) training courses and short courses – domestically and internationally.

	▶ Administration of the short programme completing control sheets for the courses and maintaining accurate records. ▶ Administration of the ACNZ AKO course site for AIL courses. ▶ Provide support as required for student administration e.g. trainee licensing, familiarisation visits, catering, examiner and simulator pilot bookings, familiarisation flights and logbooks.
Learning Support	▶ Provides support to the Training team, and to the wider Training group. ▶ Manage enquiries though the Training Admin email. ▶ Assist with the purchasing and accounts processes, including expense claim forms, purchase orders for approval and student invoicing. ▶ Responsible for functional operation and general upkeep and tidiness of training facilities. ▶ Coordinates and maintains Airways Training vehicles if required. ▶ Travel coordinator for the Training Team.
Product and Service Support	▶ Account administration for AirBooks ▶ Ingestion of new or revised AirBook content in conjunction with subject matter experts. ▶ Co-ordinate SureSelect (ATC Selection) recruitment process (end to end) including responding to applicant's queries, sending out tests, travel bookings and supporting the delivery of Assessment Centres. ▶ Administer Inspera assessment system, including producing Knowledge Deficiency Reports (KDRs) ▶ Co-ordinate, plan and attend events including recruitment events, career expos, school visits. and coordination with internal and external stakeholders.
Governance	▶ Take care to comply with the provisions of all legislation, policy and governance requirements
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/AIL 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 opex budget of $ NIL

Financial Delegation	▶ Delegated financial authority for capex business cases $ NIL ▶ Delegated financial authority for transactional expenditure 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	
Training Quality Manager	Manager
Training team	Work collaboratively with to deliver key projects
Senior AIL roles	Key internal customers
AIL Staff	Colleagues
ACNZ Staff	Key internal customers
Airways People	Works with.
External	
Students	Works with and supports
Customers	Works with and collaborates
SureSelect Customers	Key external customers
Suppliers	Work collaboratively with to deliver key projects.

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (level 6 or higher) in relevant field (degree preferred).	✓	
Advanced IT skills in Microsoft Outlook, Word, Excel, PowerPoint and Teams.	✓	
Experience in planning and prioritising both time and varied work tasks.	✓	
Previous administrative experience, preferably within an aviation, training or education environment.	✓	
Experience in high tempo training environments is preferable.		✓

Experience in preparation and editing of presentations and eLearning content.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Awesome team player who is motivated and enthusiastic and is able to use initiative.	✓	
Superior communication skills, both verbal and written.	✓	
Demonstrated interpersonal skills, including influencing and collaborative behaviours and the ability to work with diverse teams and people.	✓	
Culturally sensitive, considerate and confident when dealing with others.	✓	
Our Values - Demonstrates the Airways/AIL 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.	✓	
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.	✓	
Prioritises & Organises – prioritises tasks and organises themselves and resources to ensure all tasks completed on time; follows up to ensure other people's contributions are on schedule; anticipates problems and ensures contingency plans are available and actioned if needed; meets deadlines without being panicky or pressured and copes well.	✓	
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.	✓	
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.	✓	

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

AIRWAYS

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