Position Description

Title	Training Operations Coordinator
Airways International Ltd	
Locations:	Christchurch
Reports to:	Training Quality Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	October 2026

Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services (ATS) training, simulation and selection solutions, a digital air traffic control (ATC) training management platform, 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

The Training Operations Coordinator enables the effective day-to-day operation and delivery of AIL's training services. The position coordinates training technologies, systems, course and student administration, events and support across all campuses, helping ensure learners in New Zealand and overseas, instructors and customers receive a consistent, well-organised and responsive service. By maintaining accurate records, supporting course delivery and keeping key activities running smoothly, the role contributes to quality training outcomes and the wider success of AIL. Priorities vary throughout the year in response to business and customer needs.

This is a varied coordination role combining training administration, learner and course logistics, digital platform support, selection activity coordination, quality documentation and customer service. The role does not deliver air traffic control instruction but works closely with instructors, learners, customers and technology providers to keep training activities running effectively.

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	
Training Technology and Product Coordination	▶ Administer and improve learning and assessment platforms, (including AirBooks, Inspera and AKO) to support content, assessment, reporting and course delivery. ▶ Plan and deliver assigned training technology projects within agreed scope and timeframes. ▶ Work with customers, subject matter experts, suppliers and internal teams to deliver practical, fit-for-purpose solutions.
Training and Selection Delivery Coordination	▶ Support the delivery and documentation of domestic, international and short ATC courses. ▶ Support course enrolments, control sheets, training records, course sites and learner enquiries. ▶ Coordinate SureSelect applicant administration, testing, reporting, travel and assessment centre activities. ▶ Monitor delivery requirements, dependencies and risks, escalating issues early and keeping relevant stakeholders informed.
Training Quality, Courseware and Governance Support	▶ Support the development and review of training curricula, syllabi, courseware and academic quality systems. ▶ Maintain accurate, secure and current learner, course and system records in line with document control, privacy and retention requirements. ▶ Ensure changes to training systems, records, materials and processes are tested, documented and approved before implementation. ▶ Maintain traceable documentation to support audit, regulatory and contractual requirements. ▶ Identify and promptly escalate discrepancies, control gaps and potential non-compliance.
Continuous Improvement and Team Capability	▶ Monitor feedback, service performance and operational insights to recommend and implement improvements to training products, services and processes. ▶ Document processes, guidance and reusable templates to improve consistency, efficiency and team resilience. Share knowledge and lessons learned to strengthen team capability and reduce single points of failure.
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 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	Reports to the Training Quality Manager for work priorities, performance support, issue escalation and alignment with training quality and operational requirements.
ATC Instructors	Coordinate course delivery requirements, training technology support, learner administration, resources and operational issues with instructors.
Head of Airways Training, and ATS Training Manager	Confirm training priorities and delivery requirements, provide operational updates, escalate risks and support effective planning across training programmes.
AIL and Airways staff	Collaborate across AIL and Airways to coordinate shared services, projects, systems, facilities and information needed for training delivery.
External	
Learners and course participants	Provide course information, administrative support and timely resolution or escalation of learner enquiries.

AIL customers and customer representatives	Coordinate service delivery, confirm requirements, provide progress updates and support the resolution of operational issues.
SureSelect customers and applicants	Coordinate applicant administration, testing and assessment activities, maintain clear communication and protect confidential information.
Technology, facility and service suppliers	Coordinate service requirements, delivery timeframes, issue resolution and project activities in line with agreed expectations.

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (level 6 or higher) in relevant field (degree preferred).	✓	
Demonstrated confidence learning and administering digital platforms, including configuring users and settings and supporting effective day-to-day use.	✓	
Ability to provide first-level user support, troubleshoot common technology issues and escalate more complex issues appropriately.	✓	
Experience coordinating customer-facing training programmes, including administration, logistics and learner support		✓
Strong Microsoft 365 skills, including Outlook, Word, PowerPoint, Teams and Excel for accurate data management, analysis and reporting.	✓	
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.		✓
Efficiently applies AI tools to support the development, maintenance, and continuous improvement of training documentation, operational resources, learning materials, and assessment products. Ensures all AI-assisted outputs are validated for accuracy, operational relevance, and compliance with organisational standards.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
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.		
Initiative and Problem Solving – Takes ownership, uses sound judgement and develops practical solutions to keep work moving.	✓	
Communication – Communicates clearly and professionally in writing and verbally, adapting content and approach for different audiences.	✓	
Collaboration and Relationships – Builds trusted working relationships and works constructively with learners, colleagues, customers, suppliers and diverse teams.	✓	
Planning and Delivery – Prioritises competing activities, meets deadlines, coordinates dependencies and escalates risks or resource constraints early.	✓	
Customer and Service Focus – Understands stakeholder needs, manages expectations and follows through on commitments to deliver responsive, practical support.	✓	
Quality and Compliance – Checks work carefully, maintains accurate and secure records, follows approved controls and tests changes before release.	✓	
Cultural Capability and Inclusion – Works respectfully and confidently with people from different cultures, backgrounds and perspectives.	✓	
Aviation Context – Knowledge of aviation, air traffic management or regulated training environments.	✓	

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	✓

Key Behaviours – Leading Self			Required
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