

# Position Description

## Head of Advice, Triage and Planning

*This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.*

### Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

### Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

### Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

#### 1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

#### 2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

#### 3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

### Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

#### Collaboration - *Me mahi tahi*

We work together to achieve and succeed

#### Transparency - *Me mahi pono*

We are open and honest communicators

#### Integrity - *Me mahi tika*

We do the right thing

#### Respect - *Me manaaki*

We treat all people with consideration and kindness

#### Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



## Role Purpose

The Aviation Safety Oversight group has overall responsibility and accountability for delivery of aviation safety from a system-level perspective.

The Head of Advice, Triage and Planning supports this by providing strategic and operational oversight of effective triaging, prioritisation, coordination, capacity and capability planning for the group.

The Advice, Triage and Planning function enables managers and employees to focus on their core functions by triaging incoming applications, queries and correspondence, supporting the allocation, prioritisation and planning of inspection activities, supporting planning including allocation of inspector time (e.g. to training) and providing general support to the group as needed.

This role will also enable, where appropriate, the provision of advice and support directly to participants.

## Key Dimensions

<b>Group:</b>	Aviation Safety Oversight	
<b>Team:</b>	Advice, Triage and Planning	
<b>Reports to:</b>	Deputy Chief Executive, Aviation Safety Oversight	
<b>Location:</b>	National Office, Wellington	
<b>Salary Band:</b>	Band 20	
<b>Financial:</b>	Yes	Delegation Level = Tier 3
<b>People:</b>	Direct Reports = 6	Delegation Level = Tier 3
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>• Certification &amp; Monitoring</li> <li>• Aeronautical Services</li> <li>• Licensing &amp; Standards</li> </ul>	External: <ul style="list-style-type: none"> <li>• Aviation Participants</li> </ul>
<b>Essential requirement/s:</b>	<ul style="list-style-type: none"> <li>• Security Clearance TBC</li> </ul>	

## Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports the CAA's commitment to the Te Tiriti o Waitangi.



- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.
- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create and support an environment that enables professional working relationships through collaboration both within the CAA and with parties we engage with. We bring to life the organisations leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.

## Key Accountabilities

- Work collaboratively as a member of the Aviation Safety Oversight Leadership Team and the CAA Senior Management Group, to provide system leadership and drive organisational improvement
- Build and maintain a high-performing team that delivers on organisational expectations and requirements through effective financial oversight and management, workforce planning and workload management, people capability development and engagement, performance management and quality oversight of the work of the team.
- Lead and drive the integrated delivery of the Advice, Triage and Planning functions at a strategic and operational level
- Participates in internal and external governance boards and committees as required.
- Actively manage relationships with external stakeholders, groups and interests, represent and promote the Authority externally to support, explain and build the overall reputation, purpose and performance of the Authority.
- Partner with leaders and SME's from delivery groups, and the wider organisation, to ensure the focus and work of the Advice, Triage and Planning team is fit for purpose and reflects operational requirements and is in alignment with regulatory priorities and best practices.
- Lead and coordinate capacity and capability planning to ensure managers and employees are supported to allocate and plan their time for both regulatory and non-regulatory activities (e.g. training).
- Participate meaningfully in strategic discussions across the Authority basing reasoning and priorities on sound evidence and insights.
- Follow good governance practices (e.g. anticipating and framing risks with a supporting mitigation plan; knowing how to present information at the right level and where decision-making responsibilities lie and monitoring progress).
- Ensure planning priorities allow adequate time for subject matter experts input into priority work and problem-solve with/on behalf of the DCE Aviation Safety Oversight conflicting demands on the group's time

## Core Competencies

### Get Smart – Knowledge & Context: Level 3 ■■■

*Understands the role of the Authority within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the Authority. Follows the guidance and processes expected of all Authority employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.*



### **Think Smart – Sound Judgement: Level 3 ■■■**

*Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.*

### **Work Smart – Achieves Results: Level 3 ■■■**

*Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.*

### **Act Smart – Personal Effectiveness: Level 3 ■■■**

*Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and Authority Values.*

### **Lead Smart – Focus On Our People: Level 2 ■■□**

*Effective leadership is about building trust, fostering growth, and empowering teams to succeed. Leaders create environments that promote well-being, collaboration, and high performance by balancing care and challenge. At every stage, they prioritise people and ensure individuals feel valued.*

## **Skills and Experience**

- Proven track record of experience and achievement in functional and people leadership in a complex environment.
- Proven history of developing high performing teams through effective motivation, empowerment and delegation.
- Strong political acumen, and experience building strong stakeholder relationships at a system level.
- Ability to network effectively in a consultative and collaborative manner, influencing and building credibility across a range of internal and external stakeholders (internal and external).
- Demonstrated understanding of the role and function of a regulatory agency, and the ability to quickly gain an in-depth understanding of the aviation regulatory system
- Proven business acumen at a senior level, including strategic, business, financial planning and staff management.
- In-depth knowledge and understanding of process management, in an aviation regulatory environment, including managing processes and effective outcomes.
- Relevant qualification or experience in a regulatory environment. Aviation experience is desired.

