

Flight Operations Inspector

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 as an organisation and what we are about

Everything we do is related to our **vision and purpose** – *a safe and secure aviation system - so people are safe and feel safe, when they fly.*

We will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people's choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **pathways** to achieve this are:

Leadership and influence – through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

Active regulatory stewardship – we monitor and care for the civil aviation regulatory system through our policy and operational activities.

Professional regulatory practice – we act to identify risk and reduce it through intelligence-led intervention.

Scope

Reports to: Team Leader Certification, Agricultural & Helicopter

Group: Aviation Safety / Organisational Certification

Location: National Office, Wellington

Role Overview

A Flight Operations Inspector in the Agricultural & Helicopter team within Certification Organisation unit will be responsible for carrying out certification activities for organisations seeking to operate in the aviation system, to ensure those organisations meet the requirements for certification for Rotary Wing Part 119/135 & 141 plus Part 137 operations. This includes carrying out certification assessments to determine that the organisations concerned meet the required Civil Aviation standards, and to make, give effect to, and record, certification decisions in a manner that supports the Authority's goals and objectives.

The Inspector will also, when required, provide specialist support to other Civil Aviation Authority units, to support broader authority objectives, including licensing, investigation and inspection and monitoring activities.

Experience in commercial air transport helicopter operations is necessary for this role, agricultural and flight instructor qualifications are highly desirable.

Person specifications

Person specifications include the behaviours (the way we do things) of Aviation Regulation as a profession

Descriptors	Indicators
<p>Systems Thinking</p> <p><i>Identifies the components of complex systems, their interactions and the implications for system performance</i></p>	<ul style="list-style-type: none"> • Understands participants' business context, drivers and operating model and the impact these have on the business' structure, and purpose • Accurately maps the participants' business functions, technologies and processes and how these interact • Draws on the expertise of colleagues to identify the probable causes of system underperformance or failure • Systematically identifies any unintended or hidden impacts of business systems and process design • When making assessments and recommendations, targets the factors which have the greatest and/or critical impacts on system underperformance or failure.
<p>Problem Solving (Problem solving, teamwork and focus on results)</p> <p><i>Fosters a collaborative approach to identify, understand, and fix the important problems that have a negative impact on the aviation system</i></p>	<ul style="list-style-type: none"> • Follows through, ensuring that solutions continue to work and that stakeholders remain engaged in monitoring and implementing them • Systematically identifies their key stakeholders, engaging them in identifying and solving key problems • Works with stakeholders to agree evidence based analyses of probable causes, potential impacts and priorities • Facilitates the identification and development of creative and effective solutions to key problems • Recognises and turns conflict into a positive, harnessing energy and ideas into effective problem solving activities
<p>Critical Thinking</p> <p><i>Arrives at balanced and evidence-based judgements on complex regulatory issues through the disciplined use of analytical and evaluative techniques</i></p>	<ul style="list-style-type: none"> • Carefully considers initial submissions and/or evidence, using disciplined enquiry to identify key risks • Uses appropriate judgement criteria or rules around which to structure their enquiry • Gathers evidence against judgement criteria or rules consistently and fairly • Reconsiders their initial hypotheses when faced with new evidence or alternative interpretations of evidence
<p>Communication and Engagement</p> <p><i>Creates an effective interface between internal and external stakeholders to ensure that participants engage with, understand and act in</i></p>	<ul style="list-style-type: none"> • Actively reaches out and cultivates their stakeholders and participants to create a community of ideas and practice • Establishes two-way conversations with the key individuals within participant organisations • Understands their audience, its needs and expectations, crafts the safety message to account for these • Presents a consistent aviation safety message, creating clarity and drawing out key insights to deepen participants'

accordance with safe aviation requirements

- understanding
- Accurately identifies sources of resistance to aviation safety messages, moves quickly to address these

Influencing (Assertiveness, persuasion and determination)

Tenaciously promotes a compelling aviation safety case, ensuring that participants understand how to behave in a safe way within the aviation system

- Scans the environment for key ideas, information and messages to inform their ideas and influencing strategies
- Identifies key decision-takers and influencers and builds a relationship of trust with them
- Develops their arguments logically, identifies points of agreement and uses these to build towards consensus
- Identifies others' underlying needs, motivations and unstated concerns and adjusts their communication accordingly.

Core Responsibilities

- Leads the assessment and certification of operators within the aviation system ensuring participants meet the specific requirements of Civil Aviation Standards.
- Ensure certification assessments are accomplished by applying critical and systems thinking when reviewing intelligence, identifying, assessing and analysing risk (including new and emerging risk) that may impact on aviation safety or health and safety, at a participant, sector or system level.
- Develop and maintain excellent working relationships and networks internally and externally with relevant industry groups, organisations and individuals.
- Ensure participant issues are addressed appropriately.
- Use critical thinking to identify areas/actions that will help prevent safety failures and improve safety within the relevant sectors.
- Exercise balanced and evidence based judgement when making recommendations and decisions within scope of delegated authority.
- Provide specialist, accurate guidance and advice to other Authority units/groups, participants and industry on the relevant aviation sector events, views and issues.
- Analysis and reporting of any emerging issues or risks to the Authority
- Provide timely relevant and appropriate advice to the Team Leader
- Supports investigations required by section 15 of The Civil Aviation Act and Aviation Related Concerns.
- Exercise delegated powers and functions within the specified legal process.
- Assists with training seminars, regulatory training and advice for aviation operators and other participants.
- Provides feedback for improvements in specialised experienced industry areas.
- Ensure appropriate dissemination of technical information internally and externally.
- Maintain own technical/professional knowledge to appropriate standards.
- Maintain and update Authority records relevant to assigned tasks.

- Work on tasks and projects with other groups/units across the Authority, and other regulatory agencies, as directed by the team leader or manager.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority’s commitment to the principles of Diversity and Inclusion and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives.

Outcomes

- New Zealand civil aviation health and safety performance is enhanced.
- The Authority is recognised by stakeholders, industry, and the public as an operationally proactive, credible, and effective best-practice regulator
- All stakeholders (external and internal) receive accurate, impartial advice and courteous, effective service that meets their needs while maintaining or enhancing the reputation and integrity of the Authority.
- The safety objectives and statutory responsibilities associated with this position are applied correctly.
- Informed, analysis-led and evidence based decisions are made within the relevant sectors
- The Authority is a safe workplace and meets legislative standards.

Specific Qualification/Experience Requirements

Team	Qualification
Certification, Agricultural & Helicopter	<p>Holds or has held an ICAO recognised professional pilot licence (helicopter, or fixed-wing with agricultural rating).</p> <p>High level of relevant technical skill and experience in a broad range of commercial helicopter (or fixed-wing agricultural) operations. Flight instruction, multi-engine, IFR, and/or other specialist operations, including agricultural operations an advantage.</p> <p>Has a sound understanding of the requirements for safe aircraft operations including, but not limited to, piston and turbine powered helicopters, and including agricultural aircraft operations.</p>

Skills and Experience to be Successful

- A sound understanding of the NZ civil aviation, and health and safety, legislative and regulatory frameworks, and an awareness of equivalent foreign requirements.
 - High level of relevant technical skill in a broad range of commercial aircraft operations.
 - Proven analytical, critical thinking and problem solving skills.
 - Sound decision making, judgement and integrity.
 - Working knowledge of the operational procedures and administrative requirements for commercial aircraft operations covering flight safety, flight operations, training, operational role standards, and safety management.
 - Sound understanding of the New Zealand civil aviation legislative and regulatory framework and other statutory requirements affecting the sector that the Inspector will be engaged in.
 - Ability to build professional and technical credibility, both within the Authority and industry.
 - Well-developed interpersonal skills, including the ability to effectively communicate with a wide range of internal and external customers in a confident and positive customer-orientated manner
 - Experience in application of formal risk management systems, including SMS
 - Proven ability to work with minimal supervision and possessing the resilience to handle change and re-prioritise work.
 - Ability to travel both domestically and internationally when required.
 - Proficiency in Microsoft Office suite.
 - Experience in conducting audits and investigations that involve safety, quality and risk based management systems.
 - An understanding of ICAO/international standards and recommended practices for civil aviation.
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