

# Technical Specialist - Aeronautical Services

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 Aeronautical Services

**Group:** Aviation Security and Infrastructure

**Location:** National Office Wellington

### Role Overview

This role is a member of the Aeronautical Services unit. It works to provide the unit manager with support to the safety regulatory functions which are the responsibility of Aeronautical Services Unit. In doing so, will contribute to the achievement of CAA aviation safety objectives. This includes extensive engagement with, and influencing of, internal and external aviation stakeholders, service providers and other government agencies. The role also requires the safety regulatory assessment and decision-making functions relating to a broad range of issues including:

- Airspace management
- Air Traffic Management
- Certificated Aerodromes
- Non-Certificated Aerodromes
- Air Traffic Services

- Aeronautical Telecommunications
- Aeronautical Information Management
- Instrument Procedure Design
- Airspace Design
- Airspace Hazards

Aeronautical Services Unit Technical Specialists will also conduct certification, surveillance, monitoring and inspection functions, including the provision of ongoing timely and accurate technical advice to other internal CAA operational and policy units commensurate with the specific functional specialisation held.

Aeronautical Services Unit Technical Specialists will have a functional specialty in one or more of the following:

- Certificated and Non-Certificated Aerodrome Operations
- Air Traffic Services
- Aeronautical Telecommunications
- Aeronautical Information Management
- Instrument Flight Procedure Design
- Airspace Design
- Airspace Hazards
- UAV Integration

## Person specifications

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

Descriptors	Indicators
<p><b>Systems Thinking</b></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"> <li>• Understands participants' business context, drivers and operating model and the impact these have on the business' structure, and purpose</li> <li>• Accurately maps the participants' business functions, technologies and processes and how these interact</li> <li>• Draws on the expertise of colleagues to identify the probable causes of system underperformance or failure</li> <li>• Systematically identifies any unintended or hidden impacts of business systems and process design</li> <li>• When making assessments and recommendations, targets the factors which have the greatest and/or critical impacts on system underperformance or failure.</li> </ul>

## Problem Solving (Problem solving, teamwork and focus on results)

*Fosters a collaborative approach to identify, understand, and fix the important problems that have a negative impact on the aviation system*

- 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.

## Critical Thinking

*Arrives at balanced and evidence-based judgements on complex regulatory issues through the disciplined use of analytical and evaluative techniques*

- 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.

## Communication and Engagement

*Creates an effective interface between internal and external stakeholders to ensure that participants engage with, understand and act in accordance with safe aviation requirements*

- 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' 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

- Conducts certification and approvals, including the review of safety cases and risk assessments and aeronautical studies.
- Conducts routine surveillance auditing and other monitoring and inspection activities in accordance with the relevant policy and procedures.
- Conducts analysis of safety events within their assigned functional specialist area(s).
- Provides specialist advice within the CAA and externally in regard to their assigned functional area(s).
- Conducts effective consultation and engagement with external stakeholders on all regulatory issues requiring decision making as applicable to aeronautical services unit.
- Facilitates informed decision making by accountable decision makers in accordance with Civil Aviation Rule requirements.
- Provides advice and input into the development of policy and regulatory requirements, including input into the development of Civil Aviation Rules and Advisory Circulars, in regard to their assigned functional specialist area(s).
- Assessing any relevant change proposals from the International Civil Aviation Organisation.
- Works on other tasks and projects as maybe required, to assist in the achievement of the CAA mission, business, group, unit and team goals.
- 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

- The Unit and the Civil Aviation Authority are recognised by clients, industry and Authority as effective and efficient.
- New Zealand civil aviation safety performance is enhanced.
- The Authority is a safe workplace and meets legislative standards.

## My Decision-Making Authority

- The Technical Specialist Aeronautical Services will operate in a delegated authority model and be accountable for delegated authorities.

## Skills and Experience to be Successful

**Essential – the position holder must have either:**

- Holds or has held a professional qualification relevant to their functional specialisation (e.g. ATC license including an appropriate ATC rating or ratings, relevant tertiary diploma or equivalent qualification).
- Significant relevant aviation experience within their functional specialty.
- An understanding of the safety regulatory role of the CAA and New Zealand's civil aviation legislative and regulatory framework.
- The ability to quickly build professional and technical credibility within the CAA, industry and relevant government departments.
- The ability to work with ambiguity and with new and emerging aviation technologies in a manner that overall aviation system safety is maintained.
- Highly motivated with the ability to work with in a cross-functional environment with minimal supervision and the flexibility to handle change and re-prioritise work.
- The ability to communicate technical matters and recommendations relating to the role clearly and concisely to non-technical audiences both verbally and in writing in a timely manner.
- Knowledge in aviation safety risk assessment.

**Desirable – the position holder should have relevant experience in the following areas for the functional specialty they perform:**

- Aerodromes Specialist:
  - Knowledge and experience in aerodrome design and operations
  - Knowledge and experience in Airport Wildlife management
  - Knowledge and experience in Fire Rescue services
- Air Traffic Services specialist:
  - Experience in Instrument procedure design or ATS instruction qualifications
  - Experience in aeronautical information management
  - Experience in airspace management
- Aeronautical Telecommunications specialist:
  - Experience in air navigation technology
  - Experience in Radio Spectrum Design
  - Experience in air traffic management technology
  - Experience in Communications and Data Systems
  - Experience in Technical System Design

- Demonstrated experience in airspace design and air traffic management in either, or in a combination of, service delivery and safety regulatory roles.
  - Experience in conducting surveillance and investigation activities that involve quality and risk-based management systems is desirable.
  - Sound written and oral communication skills.
  - Ability to demonstrate good judgement and sound decision making with integrity and objectivity.
  - Some knowledge and experience relating to aeronautical telecommunications, meteorological services and navigation procedure design.
  - Practical knowledge of ICAO standards.
  - Knowledge in aviation risk assessment.
  - An understanding of the NZ Civil Aviation legislative and regulatory framework and other statutory requirements including the requirements of the ICAO.
  - The ability to build professional and technical credibility within the CAA, industry and relevant government departments.
  - Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work.
-