

Manager Investigations

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:	Head of Investigations
Direct Reports	7
Group:	Strategy, Governance, Risk and Assurance
Location:	National Office Wellington

Role Overview

The Manager Investigations role sits in the broader Strategy, Governance, Risk and Assurance group and oversees one of the two investigative teams. Responsible for delivering comprehensive, impartial, unbiased investigations into aviation accidents and incidents, to learn what has occurred and inform the appropriate response in accordance with the CAA regulatory decision-making policy.

As investigation and management professionals, the two Manager Investigations will work together to develop and maintain cohesive multidisciplinary teams that collaborate to achieve the required aviation safety and aviation security outcomes. They connect the work of their team to CAA's strategies, priorities and outcomes. They directly manage people, workflows, outputs, and provide day-to-day leadership, guidance and support to their direct reports.

Person specifications

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

Descriptors	Indicators
Communicates Effectively – Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences	<ul style="list-style-type: none"> • Is effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position levels • Attentively listens to others • Adjusts to fit the audience and the message • Provides timely and helpful information to others across the organisation • Encourages the open expression of diverse ideas and opinions
Being Resilient – Re-bouncing from setbacks and adversity when facing difficult situations	<ul style="list-style-type: none"> • Is confident under pressure • Handles and manages crisis effectively • Maintains a positive attitude despite adversity • Bounces back from setbacks • Grows from hardship and negative situations
Directs Work – Providing direction, delegating and removing obstacles to get work done	<ul style="list-style-type: none"> • Provides clear direction and accountabilities • Delegates and distributes assignments and decisions appropriately • Monitors progress by maintaining dialogue on work and results • Provides appropriate guidance and direction based on people's capabilities • Intervenes as needed to remove obstacles
Decision Quality – Making good and timely decisions that keep the organisation moving forward	<ul style="list-style-type: none"> • Makes sound decisions, even in the absence of complete information • Relies on a mixture of analysis, wisdom, experience and judgement when making decisions • Considers all relevant factors and uses appropriate decision-making criteria and principles • Recognises when a quick 80% solution will suffice

Builds Effective Teams - Building strong-identity teams that apply their diverse skills and perspective to achieve common goals

- Forms teams with appropriate and diverse mix of styles, perspectives and experience
- Establishes common objectives and a shared mindset
- Creates a feeling of belonging and strong team morale
- Shares wins and rewards team efforts
- Fosters open dialogue and collaboration among the team

Situational Adaptability - Adapting approach and demeanour in real time to match the shifting demands of different situations

- Picks up on situation cues and adjusts in the moment
- Readily adapts personal, interpersonal, and leadership behaviour
- Understands that different situations may call for different approaches
- Can act differently depending on the circumstances

Balances Stakeholders – Anticipating and balancing the needs of multiple stakeholders

- Understands internal and external stakeholders requirements, expectations, and needs
- Balances the interests of multiple stakeholders
- Considers cultural and ethical factors in the decision-making process
- Acts fairly despite conflicting demands of stakeholders

Manages Conflict – Handling conflict situations effectively, with a minimum of noise

- Steps up to conflicts, seeing them as opportunities
- Works out tough agreements and settles disputes equitably
- Facilitates breakthroughs by integrating diverse views and finding common ground or acceptable alternatives
- Settles differences in productive ways with minimum noise

Ensures Accountability - Holding self and others accountable to meet commitments

- Follows through on commitments and makes sure others do the same
- Acts with a clear sense of ownership
- Takes personal responsibility for decisions, actions and failures
- Establishes clear responsibilities and processes for monitoring work and measuring results
- Designs feedback loops into work

Core Responsibilities

- Responsible for the day- to- day management and oversight of investigations assigned to their team, alongside peers and direct manager, including building a multi-disciplined and skilled investigative approach. Developing cohesive and high performing teams, by creating a

psychologically safe and inclusive work environment, managing individual performance, and leading and supporting cultural change across the investigation function.

- Collaborating and building strong relationships with peer managers and staff across the investigation function and wider Authority.
- Make sure investigations are timely and proportionate to the risk being addressed.
- Work within verification systems and frameworks to make sure that internal investigations by regulated entities are of appropriate quality and integrity, and deliver a consistent, fair, and transparent approach with participants.
- Plan and manage team workflow to ensure optimal outputs and implement capability and processes improvements across the wider investigative function.
- If required, conduct desk based and field investigations into incidents or accidents as either the Investigator in Charge, or assisting/overseeing other investigators in the team within delegations.
- Provide leadership, and guidance, and support to direct reports, that makes sure teams work collaboratively with each other.
- Model and champion the use of the CAA Regulatory Decision-Making Policy.
- Collaborate with the Manager of Assessment, Triage and Co-ordination to support the effective triage of incoming notifications that will require further investigation.
- Lead the management and allocation of investigative resources in conjunction with the Head of Investigations, the Investigations Leadership Team, and the Manager of Assessments, Triage, and Co-ordination. This includes sharing resources across the investigation function to support specific investigations.
- Support the Head of Investigations and the Principal Advisor – Investigations to continuously improve the investigation function.
- Collectively lead the implementation the Authority's Investigations Operating Model as a member of the Investigations Leadership Team.
- Act as Duty Manager and/or senior POC during weekends and out of normal working hours, managing communications and investigative resources to respond to aircraft accidents.
- Manage reviews of certificate holder's safety investigations to ensure the integrity of process and outcome.
- Undertake aviation incident and response-related activities as appropriate to the core role, skills and training including:
 - Supporting the CAA's role in specific response incidents as directed by management and in accordance with terms of employment.
 - Undertaking response-related training to acquire/maintain specific skills that may support CAA's response functions and roles.
- Make sure the Director's drug and alcohol testing function under the Civil Aviation Act 2023 is carried out in accordance with the Act and CAA policy.
- In conjunction with the Principal Advisor – Investigations and Chief HSWA advisor, develop and implement a suite of modern investigative and regulatory tools, techniques, and processes.

- Make sure risk is managed at the first available opportunity to prevent, detect and respond to harm or potential harm in the aviation system.
- Establish clear accountabilities, expectations and performance standards with direct reports and make sure regular performance management and development occurs.
- Drive high quality investigation standards support continuous improvement in work practices and processes.
- Coach, mentor, and develop direct reports to meet the needs of the organisation now and in the future.
- Be an effective, generous, and collaborative member of the Investigation Leadership Team.
- Deputise for the Head of Investigations when required.
- Manage prosecution case load and associated legal review of prosecution documents and sign off in partnership with engaged Crown Solicitors and managing the mentoring and training of Investigators.
- Live our organisational values of me mahi tahi, me mahi pono, me manaaki, me mahi tika, and kia tū rangatira ai.
- Identify, develop, and maintain relationships with key internal and external business partners, agencies and the aviation industry to support investigation delivery.
- 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 Health and Safety processes and initiatives.
- Investigate and report wellbeing and safety incidents raised by staff within required timeframes.
- Make sure staff are trained in safe practices and procedures in their specific areas of work, including proactively identifying and managing risks while in the field.

Outcomes

- High-quality and timely investigation products at operational and tactical levels that support decision makers to deliver the Authority's broader strategic objectives in accordance with its regulatory decision-making policy.
- Operational unit managers and the Head of Investigations are promptly informed of important aviation safety and aviation security information and risks identified during safety investigations.
- Investigations are effectively, consistently, and professionally conducted to the relevant standards and in accordance with the principles of procedural fairness and natural justice.
- Engaged and cohesive multi-disciplinary teams apply appropriate investigation methodologies to establishing relevant facts and circumstances.
- Investigative practice is responsive to change and relevant in the context of the Authority's operating environmental and Act obligations.

- A culture and practice of continuous improvement to support and deliver investigations across the Authority efficiently and effectively.
- Enhanced credibility and capability as competent, modern regulator.
- The Authority is a safe workplace and meets legislative standards.

My Decision Making Authority

- The Manager Investigations will operate in a delegated authority model and be accountable for delegated authorities.

Skills and Experience to be Successful

- Relevant tertiary qualification or equivalent experience.
- Proven experience and knowledge of investigation techniques and methods.
- Sound regulatory decision making.
- Experience in working collaboratively with other public sector agencies and legal advisors to deliver investigative outcomes.
- Demonstrable management skills with the ability to plan, manage workloads and demands; and the general house-keeping and administrative management tasks.
- Proven track record of leading and building highly engaged and cohesive teams with a safe, trusting and enabling culture, managing performance and supporting people to succeed.
- Strong leadership and influencing skills with the ability to comfortably lead through ambiguity and change, influence across all levels of an organisation – internally and externally.
- Demonstrated in-depth understanding of the role and function of a regulatory agency, and the ability to quickly gain an understanding of the aviation regulatory system.
- Experience and strengths in driving the development of new systems and processes.
- Knowledge of the aviation transport and/or regulatory operating environment may be an advantage.
- Strong verbal and written communication skills, with the ability to engage with and present to a broad range of key partners and professionalised industry bodies or representatives.