

Co-ordinator Triage/ Planner

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: Manager Assessment, Triage and Coordination

Group: Strategy, Governance, Risk and Assurance

Location: National Office Wellington

Role Overview

The Coordinator Triage/Planner has a pivotal role to play in the Assessment, Triage and Coordination function.

The position would provide an administrative and support function (which includes supporting with planning and analytics) to the team as required under the direction of the Manager Assessment, Triage and Coordination. The position would support the manager to develop and implement an effective and efficient triage process that makes the best use of resources and contributor time. This would include supporting the manager to develop and implement effective workflow management and reporting processes, including monitoring the progress of referred work items across the organisation. It would also support team quality assurance and continuous improvement processes and would undertake occurrence enquiries and initial assessment work as time allows.

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
Plans and Aligns – Planning and prioritising work to meet commitments aligned with organisational goals	<ul style="list-style-type: none"> Sets objectives to align with broader organisational goals Breaks down objectives into appropriate initiatives and actions Stages activities with relevant milestones and schedules Anticipates and adjusts effective contingency plans
Nimble Learning - Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder	<ul style="list-style-type: none"> Learns quickly when facing new situations Experiments to find new solutions Takes on the challenge of unfamiliar tasks Extracts lessons learned from failures and mistakes
Customer Focus - Building strong customer relationships and delivering customer centric solutions	<ul style="list-style-type: none"> Gains insight into customer needs Identifies opportunities that benefit the customer Builds and delivers solutions that meet customer expectations Establishes and maintains effective customer relationships
Optimises Work Processes – Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement	<ul style="list-style-type: none"> Identifies and creates the processes necessary to get work done Separates and combines activities into efficient workflow Designs processes and procedures that allow managing from a distance Seeks ways to improve processes, from small tweaks to complete reengineering
Builds Networks - Effectively building formal and informal relationship networks inside and outside the organisation	<ul style="list-style-type: none"> Builds strong formal and informal networks Maintains relationships across a variety of functions and locations Draws upon multiple relationships to exchange ideas, resources and know-how
Manages Complexity - Making sense of complex, high quality and sometimes contradictory	<ul style="list-style-type: none"> Asks the right questions to accurately analyse situations Acquires data from multiple and diverse sources when solving

information to effectively solve problems

problems

- Uncovers root causes to difficult problems
- Evaluates pros and cons, risks and benefits of different solution options

Core Responsibilities

- Support the Manager, Assessment, Triage and Coordination to:
 - develop, implement, and maintain effective planning processes, and procedures ensuring they are up to date and accurate.
 - develop and implement effective workflow management and reporting processes that ensure work is planned, allocated and monitored across the team.
 - develop and implement an effective and efficient triage process that makes the best use of resources and contributor time.
 - serve as a contact point internally on all process issues, disseminates, coordinates and provides information regarding assessment, triage and coordination.
 - Support team quality assurance and identify process improvement opportunities.
 - determine benchmarks, track and monitor and measure progress and outcomes.
 - coordinate communication with key stakeholders and reports on activity.
 - collect and analyse a variety of complex data and information and in collaboration with others, perform statistical analysis and summarise findings in applicable reports.
 - efficiently plan work and drive effective collaboration across the team.
 - work with the team to identify and address significant issues.
- Answer and triage incoming contact while providing exemplary customer service and proper responses to requests.
- Ask the right questions and getting the right information for the team to make informed and accurate triage decisions.
- Manage information, documents, records in a manner consistent with the Authority's information management requirements
- Undertake occurrence enquiries and initial assessment work as required.
- Live our organisational values of me mahi tahi, me mahi pono, me manaaki, me mahi tika, and kia tū rangatira ai.
- 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 and maintain knowledge of Health and Safety processes and initiatives.
- Provide administrative and support functions to the team as required under the direction of the team manager.

My Decision Making Authority

- Coordinator Triage/Planner will operate in a delegated authority model and be accountable for delegated authorities.

Outcomes

- A quality, consistent, and timely assessment, triage and coordination approach.
- Compliance costs to the organisation are reduced through improved processes and high-quality documents.
- The Assessment, Triage and Coordination function is responsive to change and relevant in the context of the Authority's operating environmental and Act obligations.
- A culture of continuous improvement in how we tell our story and the measurements that support that exists across the Authority.
- Function reporting requirements are satisfied, with accurate and timely reports produced.
- The function is supported to enable efficient and effective Assessment, Triage and Coordination activities to be conducted.
- The Authority is a safe workplace and meets legislative standards.

Skills and Experience to be Successful

- Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work.
- Experience supporting workflow planning and reporting.
- Experience in frontline triage an advantage.
- Ability to learn relevant legislation, operational policies, practice frameworks and business processes.
- Highly developed relationship management and communication skills to inform, persuade and influence.
- Demonstrated agility in supporting a team and responding to/managing changes in priority.
- Writing clear and complete reports with robust analysis, sound conclusions and effective recommendations.
- Ability to plan, prioritise and organise work effectively and efficiently to deliver required results.
- Good networking skills with the ability to build relationships across organisational boundaries and within the industry.
- Strong attention to detail particularly when proofreading and editing.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Critical thinking – using logic and reasoning to understand, analyse and evaluate complex information.

Position Description

- Analytical with good problem-solving skills.
 - Strong computer literacy
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