

## Investigator

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

<b>Reports to:</b>	<b>Manager Investigations</b>
<b>Group:</b>	<b>Strategy, Governance, Risk, and Assurance Group</b>
<b>Location:</b>	<b>National Office, Wellington</b>

### Role Overview

As a member of the Investigation Team, this role contributes to the Civil Aviation Authority's aviation safety and security outcomes by carrying out investigations on behalf of the Director of Civil Aviation.

### Person specifications

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

Descriptors	Indicators
<b>Systems Thinking</b>  <i>Identifies the components of complex systems, their interactions and the</i>	<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> </ul>

<b>implications for system performance</b>	<ul style="list-style-type: none"> <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>
<b>Problem Solving (Problem solving, teamwork and focus on results)</b>	<ul style="list-style-type: none"> <li>• Follows through, ensuring that solutions continue to work and that stakeholders remain engaged in monitoring and implementing them</li> <li>• Systematically identifies their key stakeholders, engaging them in identifying and solving key problems</li> <li>• Works with stakeholders to agree evidence based analyses of probable causes, potential impacts and priorities</li> <li>• Facilitates the identification and development of creative and effective solutions to key problems</li> <li>• Recognises and turns conflict into a positive, harnessing energy and ideas into effective problem solving activities</li> </ul>
<b><i>Fosters a collaborative approach to identify, understand, and fix the important problems that have a negative impact on the aviation system</i></b>	
<b>Critical Thinking</b>  <b><i>Arrives at balanced and evidence-based judgements on complex regulatory issues through the disciplined use of analytical and evaluative techniques</i></b>	<ul style="list-style-type: none"> <li>• Carefully considers initial submissions and/or evidence, using disciplined enquiry to identify key risks</li> <li>• Uses appropriate judgement criteria or rules around which to structure their enquiry</li> <li>• Gathers evidence against judgement criteria or rules consistently and fairly</li> <li>• Reconsiders their initial hypotheses when faced with new evidence or alternative interpretations of evidence</li> </ul>
<b>Communication and Engagement</b>  <b><i>Creates an effective interface between internal and external stakeholders to ensure that participants engage with, understand and act in accordance with safe aviation requirements</i></b>	<ul style="list-style-type: none"> <li>• Actively reaches out and cultivates their stakeholders and participants to create a community of ideas and practice</li> <li>• Establishes two-way conversations with the key individuals within participant organisations</li> <li>• Understands their audience, its needs and expectations, crafts the safety message to account for these</li> <li>• Presents a consistent aviation safety message, creating clarity and drawing out key insights to deepen participants' understanding</li> <li>• Accurately identifies sources of resistance to aviation safety messages, moves quickly to address these</li> </ul>
<b>Influencing (Assertiveness, persuasion and determination)</b>  <b><i>Tenaciously promotes a compelling aviation safety case, ensuring that participants understand how</i></b>	<ul style="list-style-type: none"> <li>• Scans the environment for key ideas, information and messages to inform their ideas and influencing strategies</li> <li>• Identifies key decision-takers and influencers and builds a relationship of trust with them</li> <li>• Develops their arguments logically, identifies points of agreement and uses these to build towards consensus</li> </ul>

*to behave in a safe way within the aviation system*

- Identifies others' underlying needs, motivations and unstated concerns and adjusts their communication accordingly.

## Core Responsibilities

The Investigation team is expected to work collectively and collaboratively as part of a multi-disciplinary team that conducts investigations into aviation safety and security incidents and accidents in the New Zealand civil aviation sector.

### **All Investigators:**

- Carry out investigations ensuring appropriate standards and procedures are applied that meet evidential requirements and will withstand public scrutiny.
- Develop and implement investigation plans, including identifying appropriate technical expertise and other resources required for the investigation
- Manage CAA investigations as assigned, with respect to reported incidents or accidents, as either the Lead Investigator or assisting the Lead Investigator
- Investigate matters to a level that will identify and inform appropriate action in accordance with CAA regulatory decision-making policy.
- Manage relationships and coordinate the resourcing of investigations with the team managers and staff, including the provision of technical expertise both internally and externally.
- Manage investigations to agreed timeframes and milestones.
- Engage and work positively, collaboratively and cooperatively within your multi-disciplinary team (and across the Authority as required), in order to achieve the primary objective of attaining team goals and growth as promulgated by the Manager.
- Participate in a multi-agency approach to investigations when required.
- Identify possible breaches of rules and advising these in a timely fashion to the appropriate units/groups of the CAA for their action.
- Undertake travel if required on a frequent or semi-frequent basis, including travel to incident or accident scenes within New Zealand. Some international travel may be required to attend conferences and training.
- Where required, guide and support victims through the investigation and, where applicable, the Court process (in accordance with the Victims' Rights Act 2002).
- Exercise delegated powers and functions appropriately and in accordance with the conditions of the 'Instrument of Delegation'.
- Contribute to, maintain knowledge of, and practice Health and Safety processes and initiatives.
- Build and maintain professional and technical integrity and credibility both within the CAA and within industry.
- Notify key CAA personnel as required.

**Individual Investigators** are also expected to undertake some of the following **additional** functions in accordance with their skills and experience:

- Undertake thematic and systemic investigations.
- Manage occupational health and safety issues/matters with respect to the investigation team and other personnel/persons present at an investigation site per the requirements of the Health and Safety at Work Act 2015.
- Physical site investigation and inspection, site, security and personnel management.

- Hardware evidence gathering and data logging for removal from an investigation site for further analysis.
- Liaise with personnel from emergency services (e.g. Police including Serious Crash Unit & DVI, Fire Service, NZLSAR, RCCNZ, NZDF etc), aircraft owners and operators, pathologists, funeral directors and co-ordinate the CAA's response with other organisations (e.g., Police, emergency services, TAIC, etc) as required.
- Manage the CAA's response to the notification of serious incidents and accidents from the NZ Rescue Co-ordination Centre.
- Provide briefings and site inspections for the Coroner.
- Manage media at accident or incident sites and keep the Communications Manager briefed with respect to media inquiry.
- Provide health and safety subject matter expertise to all investigative functions and other operational units across CAA.
- Collaborate and work with our internal legal team, and external solicitors as appropriate, regarding any prosecutions or other matters involving the court,
- Oversee and conduct the Director's drug and alcohol testing function under section 116(2)(d) of the Civil Aviation Act 2023
- Ensure that alcohol and drug testing procedures of "safety sensitive workers", in conjunction with a contracted third-party testing provider who will physically conduct the actual test in some cases, are conducted in a manner consistent with natural justice processes, such that it will withstand judicial scrutiny and satisfy relevant evidential thresholds where required.

### Outcomes

- The investigation team works collegially, collaboratively and effectively as part of a multi-disciplinary team.
- Industry safety performance is enhanced through the identification of any safety or security risk that if addressed will contribute towards ensuring or improving aviation safety within the New Zealand aviation system.
- Investigations are effectively and professionally conducted to the relevant standards and in accordance with the principles of procedural fairness and natural justice.
- Objective and robust investigation reports are produced that establish and document relevant facts, reach appropriate conclusions based on the available evidence, and recommend a suitable response to the operational unit responsible for determining what, if any, action should be taken in the public interest to enforce the applicable legislation.
- The Manager Investigations is fully informed of important safety information and risks identified during investigations and/or drug and alcohol testing.
- All stakeholders and/or participants (external and internal) receive accurate, impartial advice and courteous, effective service while maintaining or enhancing the reputation and integrity of the Authority.
- Identify initiatives that will help prevent recurrences of safety failures and advise operational units.
- Ensure appropriate and timely sharing of key safety information and messages both internally and externally.
- Ensure the team and your own personal health and safety is managed in accordance with the Health and Safety at Work Act 2015 requirements.
- Staff participation in and contribution to workplace health and wellbeing is achieved.
- The Authority is a safe workplace and meets legislative standards.

- Sector safety performance is enhanced through the identification of any safety or security risk that if addressed will contribute towards ensuring or improving aviation safety within the New Zealand aviation system.

### My Decision-Making Authority

The Investigator will operate in a delegated authority model and be accountable for delegated authorities. Specific warrant and delegated authorities are dependent on learning attained.

### Skills and Experience to be Successful

The Investigator must possess a high level of emotional intelligence and the ability to self-manage and cope with very challenging and emotionally difficult situations. In this role an investigator may be exposed to graphic accident scenes, deceased bodies and imagery associated with accident investigation.

*All investigators are expected to have:*

- A relevant tertiary qualification or equivalent experience
- Investigation training and experience in a relevant field (e.g. aviation safety, health and safety, regulatory and compliance)
- A good working knowledge of the New Zealand Civil Aviation legislative and regulatory framework.
- The ability to lead investigative teams; work un-supervised, whilst meeting the professional standards and requirements of investigations.
- Practical experience conducting complex investigations with a variety of outcomes
- A high attention to detail with the ability to interpret technical and legal information.
- The ability to effectively communicate, both verbally and in written investigation reports, and engage with a wide range of internal and external parties with integrity and discretion.
- Responsible, highly motivated and able to work with minimal supervision and the flexibility to handle change and re-prioritise work if necessary to meet deadlines.
- Excellent time management skills, including the ability to work to strict timeframes and effectively manage competing work priorities.
- Excellent analytical and problem-solving skills, including the ability to build professional and technical credibility with internal and external stakeholders in a confident and positive manner.
- A basic understanding of specialist investigation areas outside their core area of expertise sufficient to support multidisciplinary investigations.
- A relevant aviation document (e.g. pilot licence PPL, CPL, ATPL, Aircraft Maintenance Engineer Licence AMEL, or air traffic controller licence) is an advantage.
- Vaccinations for Tetanus/Diphtheria/and Hepatitis within four weeks of request if required for the role.
- Being medically and physically fit and healthy as work can sometimes be hazardous and may include being winched to a site by helicopter, alpine or remote locations, walking and/or mountain climbing and extreme climatic conditions.

*Individual investigators are expected to have **one or more** of the following additional areas of specialisation depending on their skills and experience:*

- Air Traffic Systems,
- Flight operations for all aircraft operation types,
- Airworthiness/engineering for small aircraft through to complex and heavy aircraft
- Airworthiness/engineering for rotary winged aircraft

## Position Description

- Aviation Psychology and human factors
- Systemic and thematic investigations
- Regulatory compliance and enforcement
- Health and Safety and/or HSNO inspection
- Other expertise as required for evolving investigation needs