

# Position Description

## 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

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

### Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

### Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

#### 1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

#### 2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

#### 3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

### Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

#### Collaboration - *Me mahi tahi*

We work together to achieve and succeed

#### Transparency - *Me mahi pono*

We are open and honest communicators

#### Integrity - *Me mahi tika*

We do the right thing

#### Respect - *Me manaaki*

We treat all people with consideration and kindness

#### Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



## Role Purpose

The Monitoring and Inspection teams are a dedicated pool of deployable Inspectors within the Certification and Monitoring area, responsible for undertaking monitoring and inspection activities in collaboration with other teams across the CAA. The teams operate in a matrixed and interdisciplinary approach, rather than a strict 'team only' approach.

Working either individually or as part of a small team, Inspectors will undertake monitoring and inspection activity, at either a system, sector or participant level, to seek assurance that participants are operating safely, effectively identifying and managing safety risks, and operating in compliance with relevant regulatory requirements.

Inspectors will carry out safety oversight across the broad spectrum of the aviation system, including but not limited: to airlines; general aviation; fixed-wing and helicopters; training; agricultural aviation; adventure/recreational aviation; unmanned aircraft; and design, manufacture and maintenance related activities. When required, Inspectors will also provide specialist support to other teams to support the CAA's broader goals and objectives.

## Key Dimensions

<b>Group:</b>	Aviation Safety Oversight	
<b>Team:</b>	Certification and Monitoring	
<b>Reports to:</b>	Manager, Monitoring and Inspection	
<b>Location:</b>	National Office, Wellington	
<b>Salary Band:</b>	17	
<b>Financial:</b>	Nil	Delegation Level = None
<b>People:</b>	Direct Reports = Nil	Delegation Level = None
<b>Operational Delegations:</b>	Obtain and hold competence to undertake delegated functions or powers and exercise them correctly and responsibly as outlined within the 'Instrument of Delegation' document and the CAA Regulatory Capability Framework. See appendix "A"	
<b>Key Relationships:</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>Managers and staff in the Certification and Monitoring teams</li> <li>Managers and staff in the wider Aviation Safety Oversight group</li> <li>Other staff across CAA</li> </ul>	<p>External:</p> <ul style="list-style-type: none"> <li>Aviation participants</li> <li>Relevant industry groups</li> </ul>
<b>Essential requirement/s:</b>	<ul style="list-style-type: none"> <li>Holds or has held a relevant ICAO recognised aviation document e.g. pilot licence (CPL or ATPL) or aircraft maintenance engineer licence (AMEL) or has substantial aviation experience relevant to the role.</li> <li>Must maintain a current full driving licence, hold a valid passport, and be able to regularly travel both domestically and internationally when required, sometimes at short notice.</li> </ul>	



## Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports the organisations commitment to Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.

## Key Accountabilities

- Must have capability to undertake functional and technical duties as aligned to international standards of practice. Refer to 'CAA Regulatory Capability Framework' for function and technical performance descriptors.
- Help ensure the team's activities are intelligence-led and risk-based, 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.
- Contribute to the design, planning and implementation of regulatory interventions intended to address new, emerging and existing health and safety risks in the aviation system.
- Monitor participant safety performance and compliance with relevant rules and carry out regular monitoring and inspection activity to obtain assurance that participants continue to operate safely and in accordance with regulatory requirements.
- When breaches of requirements are identified, collect and file supporting evidence, raise findings, and actively manage the associated causes and actions process in a clear, concise and timely manner.
- Promote implementation of actions that will help prevent re-occurrence of safety failures.
- Co-ordinate and where required, prepare documentation that supports the operation of processes.
- Provide timely, relevant and appropriate advice to the manager.
- Assist with the provision of accurate specialist guidance and advice to other CAA teams and industry stakeholders.
- Maintain up-to-date and accurate records, relevant to assigned tasks.
- Demonstrate curiosity, actively pursue professional development, and maintain own technical / professional knowledge to keep abreast of emerging technology and risk.
- Work on tasks and projects with other teams, as directed by the manager.
- Exercise delegated powers and functions within the specified legal process.
- Embrace diversity and support an inclusive and respectful workplace where everyone is valued for their unique contribution.
- Understand and apply obligations regarding privacy and personal information.



## Competencies

### Get Smart – Knowledge & Context: Level 2

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.

### Think Smart – Sound Judgement: Level 2

Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.

### Work Smart – Achieves Results: Level 2

Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.

### Act Smart – Personal Effectiveness: Level 2

Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and CAA Values.

## Skills and Experience

- Substantial experience, post qualification, in an aviation operation or airworthiness discipline.
- Ability and willingness to expand knowledge to areas of aviation outside primary field of experience.
- A sound understanding of the NZ civil aviation system, health and safety, legislative and regulatory frameworks, and an awareness of equivalent foreign requirements.
- Experience in applying formal risk management in a safety management system, and a sound understanding of how components of a management system interact and affect overall system safety performance.
- Experience in leading and conducting inspections or investigations that involve safety, quality or risk-based management systems.
- Well-developed interpersonal skills, including the ability to communicate effectively, both verbally and in writing, and engage with a wide range of CAA and external stakeholders, with professional integrity and technical credibility.
- Proven analytical, critical thinking and problem-solving skills, including experience in interpreting and applying complex technical requirements, procedures and data, and an ability to address issues proactively and persistently to achieve objectives.
- Demonstrable ability to break down complex tasks into manageable parts and show decisiveness under pressure or when faced with sensitive situations.
- Ability to work with minimal supervision and recognise scope of own authority for decision-making – escalates to the appropriate level as necessary
- Flexibility and resilience to handle change and re-prioritise work if necessary, to meet deadlines, and to remain calm and objective under pressure.
- Proficient in using the core Microsoft Office suite.



## Appendix “A”

# Inspector Regulatory Capability Framework

### Regulatory capabilities and behaviours

Supported and enabled by the Core Competency Framework, the regulatory capabilities and behaviours underpin the intelligence-led risk-based approach to the way CAA regulates the aviation system. These consist of a combination of technical knowledge, skills, behavioural characteristics, and attitudes that underpin the regulatory craft of operational teams and the regulator.

The pictorial representation below (the Capability Triangle) and the following capability descriptor table expresses the behavioural skillset requirements for CAA’s professional regulatory personnel.

### Our Profession

#### New capabilities for new challenges

A capability allows a person to perform various processes or tasks to achieve outcomes. It is a combination of relevant knowledge, skills, and attitudes.



#### The way we do things

##### Behaviours



#### Our foundational skills and knowledge



Version 3.0 March 2021

### Regulatory Decision-Making – what we want to achieve

Exercising good judgement and decision-making is considered a critical capability that underpins CAA’s ability to be an effective aviation regulator. Regulatory staff are required to understand the context in which they are making decisions with knowledge of aviation, systems, risk, and business, and supported by knowledge of regulatory theory. The thinking style adopted must be able to manage complexity and cope with change by being open-minded and innovative.

### The Behaviours - the way we do things

The way we do things is equally as important as the decisions we take. The five behaviours articulate

the way the regulator should carry out their role, identifying the importance of understanding the fundamentals of systems thinking, problem solving, critical thinking, communication and influencing when engaging with participants. These fundamentals are underpinned and expressed throughout the initial and technical training provided for CAA regulatory personnel.

### Capabilities of a professional aviation regulator

The following behaviours describe the expected skillset deemed key for the success of personnel engaging in regulatory functions across the aviation system.

#### Systems Thinking

*Identifies the components of complex systems, their interactions and the implications for system performance.*

Behaviours:

- 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.

#### Problem solving

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

Behaviours:

- 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 analysis 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.*

Behaviours:

- 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.*

Behaviours:

- 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.*

Behaviours:

- 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.

Endorsed: John Kay, Deputy Chief Executive, System, Strategy and Policy – 1 July 2025

