

Behavioural Detection Officer

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 role of the Behavioural Detection officer (“BDO”) is to identify “anomalous” behaviour displayed by individuals with criminal and/or malicious intent, these individuals may exhibit behavioural indicators that stem from a fear of discovery.

The successful BDO will be required to successfully complete and maintain the following:

- Complete the BDO Training Course and continue to meet the high standards which this role will demand, this will include ongoing testing and training requirements
- Demonstrate a high degree of flexibility with regards to working hours and work a roster that covers the seven days a week, 365 days of the year. Changes at short notice can and will occur according to the risk based approach of this position
- Due to the physical nature of the role, BDO’s must be physically fit and able to complete all physical tasks
- Be willing and able to deploy out of Auckland or Christchurch Station to any airport in New Zealand that Aviation Security (“AvSec”) operates from, this will be for defined periods of work varying in length from 1 – 5 days
- Make decisions using your experience, risk assessment and initiative within the BD framework

Key Dimensions

Group:	Aviation Security	
Team:	Behaviour Detection	
Reports to:	Team Leader, Behavioural Detection	
Location:	Auckland Station, Christchurch Station	
Salary Band:	AvSec ASO Multi-Union CEA	
Financial:	Nil	Nil
People:	Nil	Nil
Key Relationships:	Internal: • Aviation Security Officers • Team Leaders • Operations Manager • Members of the Station leadership team	External: • Stakeholders • Participants • Members of the public
Essential requirement/s:	• Ability to hold and maintain Secret Security clearance • Successfully complete the BDO Training Course, probation and certification process or previously qualified by a recognised European Civil Aviation Conference BD Study Group state.	

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 CAA’s commitment to the 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

Behavioural Detection Officers (BDO) will be involved in critical situations demanding on-the-spot decisions to be made with good judgment, the role requires quick and decisive action, but not at the expense of quality decision making. To be successful a high level of interpersonal skills, the ability to build rapport quickly, an analytical eye for detail and have the ability to conduct difficult conversations. The use of technology to process and analyze information is important, along with the need to comply with legislation and adhere to policy.

Key tasks

- Observe and engage with passengers, staff members or members of the public to deliver additional security screening measures within the airport environs
- Increase the detection, deterrence and disruption of terrorism and other criminal activity through behavioural detection, particularly high-level threats
- Maintain focus and minimise disruption while identifying suspicious behaviour
- Attend any incident, self-initiated or referred, that requires a behavioural assessment of a passenger, staff member or member of the public
- Elicit information from the person of interest through targeted conversation and behavioural questioning
- De-escalate situations and/or manage critical incidents, if appropriate, and provided personal safety is not compromised
- Work in collaboration with Explosive Detector Dog Unit (“EDDU”) to make quality identification and referrals of persons of interest
- Make quality referrals of persons of interest to external agencies
- Appropriately handle, preserve and/or secure any evidence of criminal activity
- Liaise with and assist other agencies
- Provide technical support to deployed teams from the Operations Centre (OPCEN)
- Accurately record incidents that have occurred during the period of duty either in operational notebooks or through the use of a work issue mobile device
- Ensure a high level written handover of serious incidents before end of any duty
- Refer all requests, applications or other matters affecting the Service which cannot immediately be dealt with by the officer to the supervisor or officer in charge
- Carry out required administrative duties
- Carry out all duties that are assigned by the supervisor or officer in charge
- Gather and report on Intelligence of benefit to the Service
- Adhere to all regulations and relevant Aviation Security legislation, Aviation Crimes Act, ICAO annex 17 and the Civil Aviation Act



- Keep current with local instruction and policy and maintain a good knowledge of contingency plans, relevant law and practices

Outputs

- Security and safety is not compromised
- Legislation and AvSec policies and procedures are complied with
- Customers are dealt with in a respectful and professional manner
- Health and safety requirements are met
- Relationships with stakeholders are built and/or maintained
- Source and generate Intelligence relevant to aviation security

Outcomes

- People and property relating to the aviation environment are safe
- AvSec has a safe and healthy work environment
- Information is kept safe and dealt with appropriately, Intelligence information is handled securely and discreetly
- Provisions of the Privacy Act 1993 are adhered to
- The AvSec Code of Conduct is adhered to at all times

Health and Safety

- Comply with the Health and Safety in Employment Acts (1992 and 2002);
- All employees of the Aviation Security Service shall take all practicable steps to ensure:
 - Their own safety while at work (including using suitable protective clothing and suitable protective equipment provided by the Aviation Security Service);
 - That no action or inaction by an employee of the Aviation Security Service while at work causes harm to any other person.

Competencies

Get Smart – Knowledge & Context: Level 1 ■■■

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 1 ■■■

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 1 ■■■

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 1 ■□□

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

- Competent working knowledge of the Aviation Security Service statutory and rules framework, in particular the Civil Aviation Act and pursuant regulations, CAA rules, National Aviation Security Programme and ICAO Annex 17 requirements
- Experience in or the ability to understand and apply legislation in a practical, common sense manner
- Applications from candidates with
- Strong interpersonal skills
- Experienced in dealing with the public
- Empathy with different cultures
- Willingness to work in a flexible manner in a changing environment
- Commitment to the principles of quality management and best practice
- Strong verbal and written English skills

