

Position Description

Advisor, Licensing and Medical Certification

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 CAA of New Zealand (CAA) 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

Position overview

The role of the Advisor, Licensing and Medical Certification is a customer front facing role responsible for providing high level of support and advice to CAA personnel as well as industry participants in support of the personnel licensing and medical certification system.

This role is responsible for the assessment and evaluation of aviation documents and medical certification applications to ensure they comply with the regulatory requirements laid out by the Civil Aviation Act.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Licensing and Standards	
Reports to:	Manager, Licensing	
Location:	National Office	
Salary Band:	14	
Financial:	Nil	Delegation Level = 0
People:	Direct Reports = Nil	Delegation Level = 0
Operational Delegations:	Obtain and hold competence to undertake delegation functions or powers and exercise them correctly and responsibly as outlined within the instrument of delegation document.	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Members of Aviation Safety Oversight Group • Staff Across CAA 	<p>External:</p> <ul style="list-style-type: none"> • Aviation system participants • Relevant industry groups and bodies • Medical professionals • Medical Examiners
Essential requirement/s:		

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 CAA's commitment to Te Tiriti o Waitangi.



- We work together to create an environment that keeps ourselves and others safe and by following the responsibilities laid out in our Health, Safety and Wellbeing Commitment Statement which outlines the expectations of leaders and all staff.

Key Accountabilities

- Review and process medical reports for applicants seeking flight crew and air traffic controller medical certificates, ensuring compliance with legislation and medical unit standards
- Analyse medical certification data, identifying and resolving anomalies to maintain accuracy and integrity of records.
- Interpret legislation and guidance to deliver accurate, timely advice that supports participants throughout the medical and licencing application process, escalating appropriately when necessary
- Liaise with internal and external health professionals to manage the participants applications throughout the medical certification process
- Coordinate and facilitate training courses, including preparing and delivering educational material for initial and ongoing training. Coordinate and support industry seminars and technical courses held at CAA and external venues.
- Audit new medical examiner documentation and summarise findings for clinical oversight
- Process medical examiner initial and renewal of delegations
- Coordinate Convener requests according to the review criteria
- Process fees and receipts related to medical certification applications including reconciliation of payments received.
- Prepare invoices relating to agencies who bulk fund medical application fees
- Assess and evaluate all licensing applications and renewals to ensure compliance with regulatory requirements, applying sound judgment and evidence-based decision-making to determine appropriate actions
- Maintain accurate data entry and comprehensive record keeping ensuring the integrity of all flight crew, ATS, and AME licensing information.
- Issue and amend personnel aviation documents under delegated authority from the Director, in compliance with the Civil Aviation Act, civil aviation rules, and unit policies and procedures.
- Liaise with national civil aviation authorities, especially those following ICAO standards, to confirm licensing details for holders requiring recognition or international verification
- Handle personal information in accordance with the Privacy Act, CAA privacy policy, and medical certification requirements, ensuring confidentiality and sensitivity.
- Contribute to drafting and developing unit policies and procedures, while initiating and supporting continuous improvement initiatives to enhance efficiency and streamline processes.”
- Deliver training and coaching for new employees, supporting induction and ongoing advancement for all staff



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 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

- Experience in a medical administration and/or information advisory role is desirable but not essential
- Exceptional attention to detail and focus on maintaining data integrity.
- Excellent written and oral communication skills.
- Strong customer service ethic and commitment to delivering high quality support
- Ability to manage sensitive customer interactions with empathy while ensuring expectations are clearly understood.
- Excellent interpersonal and networking skills, with the ability to build professional credibility with colleagues and with external stakeholders.
- Exhibits strong decision-making skills and upholds high ethical standards
- Effective planning and organisational skills.
- Quality and systems-orientated mindset with a continuous improvement focus.
- Proficiency in the use of the suite of Microsoft Office products (Outlook, Excel, and Word).

