

# Position Description

## Advisor, Operational Policy

*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 Advisor Operational Policy is a key member of the Operational Policy Team and supports the review and development of the operational artefacts (including policies, processes and procedures), tools, and guidance that supports and gives effect to policy, legislative and regulatory system requirements, and that supports good regulatory practice and performance.

This position works closely with operational delivery groups, and other relevant groups as required, either in a lead or support role. They will contribute to ensuring that operational delivery groups are engaged in policy development, supporting the provision of input and feedback, developing operational artefacts, and undertaking analysis to support this.

## Key Dimensions

<b>Group:</b>	System, Strategy and Policy	
<b>Team:</b>	Operational Policy, Practice and Design	
<b>Reports to:</b>	Manager, Operational Policy	
<b>Location:</b>	Wellington	
<b>Salary Band:</b>	15	
<b>Financial:</b>	No	Delegation Level = Nil
<b>People:</b>	Direct Reports = Nil	Delegation Level = Nil
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Managers and teams in the System, Strategy and Policy group</li> <li>Managers and teams in Aviation Safety Oversight and Aviation Security groups</li> </ul>	External: <ul style="list-style-type: none"> <li>Ministry of Transport</li> <li>Other Regulatory and Government agencies</li> </ul>
<b>Essential requirement/s:</b>	None	

## 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

- Support the development of operational artefacts (including policies, processes and procedures), tools, and guidance that supports and gives effect to policy, legislative and regulatory system requirements, and that supports good regulatory practice and performance.
- Engages and collaborates with leaders and SMEs from operational delivery groups, and the wider organisation, on the development of operational artefacts, tools and guidance – including proactively seeking early input and feedback.
- Translate complex policy, legislative, regulatory and technical material into information and tools that guide teams to perform effectively.
- Provide advice to enable operational delivery teams to understand and comply with operational policies and expectations.
- Support the refining and adaptation of operational artefacts as necessary, e.g. as a result of feedback from operational delivery or learning and capability teams, internal or external audits, quality and assurance input, etc.
- Ensure that operational artefacts are available and up to date, the publication of operational policy on our intranet and website.
- As needed, research and identify national and international best practice to help inform the development of operational policy.
- Active and positive participation in CAA initiatives and meetings.

## Core Competencies

<p><b>Collaborates</b> – Building the partnerships and working collaboratively with others to meet shared objectives</p>	<ul style="list-style-type: none"> <li>• Works cooperatively with others across the organisation to achieve shared objectives</li> <li>• Represents own interests while being fair to others and their areas</li> <li>• Partners with others to get work done</li> <li>• Credits others for their contributions and accomplishments</li> <li>• Gains trust and support of others</li> </ul>
<p><b>Plans and Aligns</b> – Planning and prioritising work to meet commitments aligned with organisational goals</p>	<ul style="list-style-type: none"> <li>• Sets objectives to align with broader organisational goals</li> <li>• Breaks down objectives into appropriate initiatives and actions</li> <li>• Stages activities with relevant milestones and schedules</li> <li>• Anticipates and adjusts effective contingency plans</li> </ul>



<p><b>Customer Focus</b> - Building strong customer relationships and delivering customer centric solutions</p>	<ul style="list-style-type: none"> <li>• Gains insight into customer needs</li> <li>• Identifies opportunities that benefit the customer</li> <li>• Builds and delivers solutions that meet customer expectations</li> <li>• Establishes and maintains effective customer relationships</li> </ul>
<p><b>Action Oriented</b> – Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm</p>	<ul style="list-style-type: none"> <li>• Readily takes action on challenges, without unnecessary planning</li> <li>• Identifies and seizes new opportunities</li> <li>• Displays a can-do attitude in good and bad times</li> <li>• Steps up to handle tough issues</li> </ul>
<p><b>Interpersonal Savvy</b> – Relating openly and comfortably with diverse groups of people</p>	<ul style="list-style-type: none"> <li>• Relates comfortable with people across levels, functions, culture, and geography</li> <li>• Acts with diplomacy and tact</li> <li>• Builds rapport in an open, friendly, and accepting way</li> <li>• Builds constructive relationships with people both similar and different to self</li> <li>• Picks up on interpersonal group dynamics</li> </ul>

## Skills and Experience

- An appropriate tertiary qualification or equivalent experience in developing operational policy or related artefacts, in a similar position (in another government agency is desirable but not essential).
- Good relationship building skills within a strongly technical internal environment with a good regulatory theory knowledge and or experience.
- Keen interest in learning and developing knowledge about regulatory practice and operational policy.
- Good written and verbal communication skills (using plain language).
- Ability to problem solve and provide solutions when needed.
- Strong attention to detail
- Sound skills in systems thinking and logical analysis.
- Ability to self-manage and work to priorities is essential.

