Position Description

Advisor, Planning and Support

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
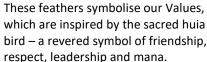
Integrity - *Me mahi tika*
We do the right thing

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, Planning and Support is responsible for supporting the Manager, Planning and Support by providing practical support across the Aviation Safety Oversight Group that enables the efficient and effective allocation of resources and priorities.

They will be a conduit and interface for other groups, especially those that draw on or require input from inspectors. This includes engaging with teams responsible for operational policy, practice and guidance and learning and capability delivery.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Advice, Triage and Planning	
Reports to:	Manager, Planning and Support	
Location:	Wellington	
Salary Band:	Band 15	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: • Managers and staff in Aviation Safety Oversight group	External: • Participants
Essential requirement/s:	Nil	

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

- Triage and assist with prioritisation and planning relating to incoming applications ensuring they are complete and liaise with participants if information is missing.
- Undertake capacity and capability planning for the Aviation Safety Oversight group to ensure managers and employees are supported to allocate and plan their time for both regulatory and non-regulatory activities (e.g. training). Provide advice on the development, implementation and management of triage and planning frameworks, workflow management, systems and prioritisation processes to support the efficient and effective allocation of resources across the group, in alignment with regulatory priorities and practices.
- Ensure planning priorities allow adequate time for SMEs' input into priority work and provide advice relating to conflicting demands on the group's time.
- Where appropriate, support the provision of advice and liaison with participants to support and streamline applications.
- Complete quality checks of core regulatory activities and functions and provide advice to ensure these are managed within agreed timeframes, correspondence with applicants is recorded, decisions/recommendations are documented appropriately, and all applicable policies, processes and procedures are followed. Where necessary, escalate issues to managers to obtain an appropriate regulatory outcome.
- Support the ongoing development of relevant policies, systems, processes and procedures.
- Support the preparation of participant and stakeholder correspondence, including responses to standard/other enquiries (e.g. questions in relation to part 101), and requests for information. Assist and support inspectors with correspondence relating to complex or lengthy applications.
- Understand and apply obligations regarding privacy and personal information.

Core Competencies

Get Smart – Knowledge & Context: Level 2 ■■□

Understands the role of the Authority within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the Authority. Follows the guidance and processes expected of all Authority 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 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 Authority Values.

Skills and Experience

- Experience in a business administration type role.
- Experience and planning skills ideally in triaging and monitoring progress, with the ability to identify prioritisation areas.
- Experience working within an aviation background, preferably with an aviation related qualification.
- Ability to critically analyse and interpret information and make effective, well-reasoned decisions.
- High attention to detail, accurate, responsible, highly motivated, and able to work with minimal supervision.
- 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 and experience with using databases.
- Experience building strong and collaborative relationships with customers and stakeholders.
- Knowledge and experience of the aviation system and the regulatory processes in that environment would be preferred.