

Position Description

Advisor, Quality and Assurance Oversight

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, Quality and Assurance Oversight will support quality and assurance and ensure compliance with laws, regulatory obligations, processes and policies for the entire organisation. This role will develop and maintain quality and assurance processes throughout the organisation to ensure they are effective in identifying, preventing, and correcting noncompliance with applicable laws and regulations (e.g. as outlined in the Civil Aviation Act 2023 and any relevant civil aviation rules).

The Advisor, Quality and Assurance Oversight provides advise on all risk matters to enable risk-based decision making concerning our strategic, operational, compliance, and financial activities. This role will collaborate with other specialist risk functions within the organisation such as the Operational Quality Assurance team which is responsible for Aviation Security specifically.

This role supports with undertaking root cause investigations and identifying, mitigating and addressing noncompliance, risks, and incidences that could impact upon the organisation as a whole and the organisation's reputational standing.

They are accountable for the planning and implementation of initiatives arising from audit findings and will proactively contribute to the on-going development and maintenance of the CAA's quality assurance and management systems, ensuring their efficiency and effectiveness.

Key Dimensions

Group:	Assurance and Governance	
Team:	Quality and Assurance Oversight	
Reports to:	Manager, Quality and Assurance Oversight	
Location:	Wellington, Auckland, Christchurch or Remote	
Salary Band:	15	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> • Heads of Aviation Security • General Manager, Aviation Security • Advisors, System Improvements • The Operational Quality Oversight team • Head of Security, Certification, Monitoring and Response 	External: <ul style="list-style-type: none"> • Regulatory Agencies
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 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

- Advises managers and staff leaders across the whole organisation on compliance matters and integrity problems and recommends ways to mitigate and manage risks as appropriate.
- Contributes to, and at times leads, the development and delivery of projects and key pieces of work to support the delivery of compliance and assurance work.
- Understands the work of the Quality and Assurance Oversight team, and actively looks for opportunities to improve practises.
- Builds strong relationships across the organisation and works collaboratively with stakeholders.
- Lead and facilitate training for the organisation related to quality requirements.
- Contribute to enhancements and efficiencies to support organisational systems including the Q-Pulse management system, which is critical to the ongoing management of incidents, occurrences and data.
- Active engagement into the development of the annual audit programme and associated planning schedule.
- Plan actions to address the audit results and track progress and provide feedback in relation to milestones and completion of responses to audit findings, ensuring resolution of issues
- Undertake event and systems-based investigations of occurrences and incidents across CAA using structured causal analysis methodologies.
- Prepare and submit reports related to audit and spot-check activity as appropriate.
- Plan and conduct scheduled and unscheduled assurance activities as per Civil Aviation Rule 140.59 (ISO Audit Standards) and other relevant legislation.
- Ensure robust and effective compliance frameworks, tools, and guidelines are in place to effectively manage our legal obligations.
- Supports the Manager, Quality and Assurance Oversight to respond to external audits by a variety of external agencies including but not limited to the Civil Aviation Authority (CAA), the US Transportation Security Administration (TSA), International Civil Aviation Organisation (ICAO), Office of Transport Security Australia (OTS).

Core Competencies

Collaborates – Building the partnerships and working collaboratively with others to meet shared objectives	<ul style="list-style-type: none"> • Works cooperatively with others across the organisation to achieve shared objectives • Represents own interests while being fair to others and their areas
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	<ul style="list-style-type: none"> • Partners with others to get work done • Credits others for their contributions and accomplishments • Gains trust and support of others
Nimble Learning - Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder	<ul style="list-style-type: none"> • Learns quickly when facing new situations • Experiments to find new solutions • Takes on the challenge of unfamiliar tasks • Extracts lessons learned from failures and mistakes
Customer Focus - Building strong customer relationships and delivering customer centric solutions	<ul style="list-style-type: none"> • Gains insight into customer needs • Identifies opportunities that benefit the customer • Builds and delivers solutions that meet customer expectations • Establishes and maintains effective customer relationships
Action Oriented – Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm	<ul style="list-style-type: none"> • Readily takes action on challenges, without unnecessary planning • Identifies and seizes new opportunities • Displays a can-do attitude in good and bad times • Steps up to handle tough issues
Interpersonal Savvy – Relating openly and comfortably with diverse groups of people	<ul style="list-style-type: none"> • Relates comfortable with people across levels, functions, culture, and geography • Acts with diplomacy and tact • Builds rapport in an open, friendly, and accepting way • Builds constructive relationships with people both similar and different to self • Picks up on interpersonal group dynamics

Skills and Experience

- Experience supporting quality and assurance across organisations
- Experience building strong and collaborative relationships with customers and stakeholders
- Ability to critically analyse and interpret information and make effective, well-reasoned decisions.
- Relevant tertiary qualification and/or relevant experience
- Detailed knowledge and experience of investigation and related assurance and risk methodologies and techniques.



- Sound knowledge of Security Management Systems (SeMS) including ICAO and IATA models and framework.
- Possess working knowledge of the threat and risk management, effective security culture, risk assessment and mitigation.
- Sound knowledge of Risk Management principles as outlined in AS/NZS ISO 31000:2009.
- Working knowledge of the requirements of the ICAO Conventions, Annex 17 and 19, relevant New Zealand legislation, including the Civil Aviation Act, Aviation Crimes Act, relevant Civil Aviation Rules as they relate to aviation security and internal quality assurance is preferable.
- Sound knowledge of the principles of Quality Management Systems as outlined in AS/NZS ISO9001:2016, Advisory Circular AC00-3 and Civil Aviation Rule 140.59
- Working knowledge of the Civil Aviation Authority, its functions and responsibilities
- Able to travel domestically for work purposes, with overnight stays and ability to work flexible hours
- Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work
- The ability to build professional and technical capability and credibility within industry environment
- Working knowledge of structured causal analysis methodologies.
- Hold an appropriate recognised qualification as a Lead Auditor.

