

Assessor-Investigator

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 as an organisation and what we are about

Everything we do is related towards the achievement of our **outcome** - 'safe and secure skies to help New Zealand fly'. Our success in this is simple: we will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people’s choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **objectives** are:

Improved sector safety performance – we target areas of risk within the aviation system, and work to diminish these risks, improving the overall performance of the system.

Effective and efficient security services – we continue to effectively identify and mitigate security threats, while making sure passengers and goods can travel smoothly.

A vibrant aviation system is one that makes a strong contribution to the wellbeing of New Zealanders, through enabling quality of life, and supporting a strong economy.

Scope

Reports to: Manager Assessment, Triage, & Coordination

Group: Strategy, Governance, Risk, & Assurance Group

Location: National Office, Wellington

Role Overview

As a member of the Assessment, Triage, and Coordination Team, this role contributes to the Civil Aviation Authority (CAA) outcomes by assessing and responding to all forms of occurrence reporting including Aviation Related Concerns (ARCs). The role will assess/investigate to a high standard and in a timely manner, providing better insight to contribute to our monitoring and inspection activity, identify actual and potential safety risks as they emerge and strengthen our response to those safety risks.

Person specifications

Person specifications include the behaviours (the way we do things) of Aviation Regulation as a profession

Descriptors

Indicators

Systems Thinking

Identifies the components of

- Understands participants’ business context, drivers and operating model and the impact these have on the business’ structure, and purpose
- Accurately maps the participants’ business functions, technologies and processes and how these interact

complex systems, their interactions and the implications for system performance

- Draws on the expertise of colleagues to identify the probable causes of system underperformance or failure
- Systematically identifies any unintended or hidden impacts of business systems and process design
- When making assessments and recommendations, targets the factors which have the greatest and/or critical impacts on system underperformance or failure.

Problem Solving (Problem solving, teamwork and focus on results)

Fosters a collaborative approach to identify, understand, and fix the important problems that have a negative impact on the aviation system

- Follows through, ensuring that solutions continue to work and that stakeholders remain engaged in monitoring and implementing them
- Systematically identifies their key stakeholders, engaging them in identifying and solving key problems
- Works with stakeholders to agree evidence based analyses of probable causes, potential impacts and priorities
- Facilitates the identification and development of creative and effective solutions to key problems
- Recognises and turns conflict into a positive, harnessing energy and ideas into effective problem solving activities

Critical Thinking

Arrives at balanced and evidence-based judgements on complex regulatory issues through the disciplined use of analytical and evaluative techniques

- Carefully considers initial submissions and/or evidence, using disciplined enquiry to identify key risks
- Uses appropriate judgement criteria or rules around which to structure their enquiry
- Gathers evidence against judgement criteria or rules consistently and fairly
- Reconsiders their initial hypotheses when faced with new evidence or alternative interpretations of evidence

Communication and Engagement

Creates an effective interface between internal and external stakeholders to ensure that participants engage with, understand and act in accordance with safe aviation requirements

- Actively reaches out and cultivates their stakeholders and participants to create a community of ideas and practice
- Establishes two-way conversations with the key individuals within participant organisations
- Understands their audience, its needs and expectations, crafts the safety message to account for these
- Presents a consistent aviation safety message, creating clarity and drawing out key insights to deepen participants' understanding
- Accurately identifies sources of resistance to aviation safety messages, moves quickly to address these

Influencing (Assertiveness, persuasion and determination)

Tenaciously promotes a

- Scans the environment for key ideas, information and messages to inform their ideas and influencing strategies
- Identifies key decision-takers and influencers and builds a relationship of trust with them
- Develops their arguments logically, identifies points of

compelling aviation safety case, ensuring that participants understand how to behave in a safe way within the aviation system

- agreement and uses these to build towards consensus
- Identifies others' underlying needs, motivations and unstated concerns and adjusts their communication accordingly.

Core Responsibilities

The Assessment, Triage, and Coordination team sits within the broader Strategy, Governance, Risk and Assurance group, and is strongly connected with the Information, Research and Analytics Team, the investigation function, and key CAA operational units. It is the channel through which information flows into the organisation, and is responsible for the receipt, assessment, triage and distribution of aviation related concerns, accidents, incidents, and other notification made under the Civil Aviation Act and the Health and Safety at Work Act. This includes identifying and managing risk at the first available opportunity to prevent, detect, and respond to harm in the aviation system.

The Assessor-Investigator role is responsible for:

- Assessing occurrences, ARCs and other incidents notified to CAA
- Referral of concerns to operational units if required;
- Responsible for assessment update, communication and closure of assessment outcomes;
- Responsible for record-keeping related to all actions and decisions taken in response to assigned occurrences, ARCs and other incidents;
- Exercise delegated CAA powers and functions appropriately and in accordance with CAA policies and procedures.
- Ensure that all legal timeframes are met such that CAA is fully compliant with legislative and also internal timeframes.
- Keep the responsible operational unit manager and Manager Assessment, Triage, and Coordination informed by way of regular updates on the status of occurrence and ARC assessments.
- Carry out work responsibly and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of EEO and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives.

Outcomes

- Industry safety performance is enhanced through the identification of any safety or security risk that if addressed will contribute towards ensuring or improving aviation safety within the New Zealand aviation system.
- Significant improvement in the timeliness and quality of occurrence and ARC reporting and the quality of assessments.
- Operational unit managers and Manager Assessment, Triage, and Coordination are fully informed of important safety information and risks identified during occurrence and ARC assessments.
- All clients (external and internal) of the position receive accurate, impartial advice and courteous, effective service that meets their needs while maintaining or enhancing the reputation and integrity of the Authority.
- Identify initiatives that will help prevent recurrences of safety failures and advise operational units.
- Ensure appropriate dissemination of safety information both internally and externally.

- Ensure the team and your own personal health and safety is managed in accordance with the Health and Safety at Work Act 2015 requirements.
- Staff participation in and contribution to workplace health and wellbeing is achieved.
- The Authority is a safe workplace and meets legislative standards.

My Decision-Making Authority

- The Assessor-Investigator will operate in a delegated authority model and be accountable for delegated authorities. Specific warrant and delegated authorities are dependent on learning attained.

Skills and Experience to be Successful

The Assessor-Investigator must possess a high level of emotional intelligence and the ability to self-manage and cope with challenging and emotionally difficult situations. In this role an Assessor-Investigator can be exposed to information that can be graphic in nature, such as accident scene imagery and can also be exposed to difficult communications/conversations.

Essential – the position holder must have:

Occurrence and ARC investigation:

- Knowledge of the practical and legal application of law within a regulatory environment.
- A sound understanding of the New Zealand Civil Aviation legislative and regulatory framework.
- Practical experience of conducting assessment and initial investigations, including management of case file load.
- A regulatory or investigative background and familiarity with and ability to interpret and apply New Zealand legislation including but not limited to Civil Aviation Act 1990, Civil Aviation Rules and Regulations and Health and Safety at Work Act 2015.
- A high attention to detail with the ability to interpret technical and legal information.
- The ability to effectively communicate, both verbally and in written investigation reports, and engage with a wide range of internal and external parties with integrity and discretion.
- Responsible, highly motivated and able to work with minimal supervision and the flexibility to handle change and re-prioritise work if necessary to meet deadlines.
- Excellent time management skills, including the ability to work to strict timeframes and effectively manage competing work priorities.
- Excellent analytical and problem solving skills, including the ability to build professional and technical credibility with internal and external stakeholders in a confident and positive manner.

Desirable – it is advantageous if the position holder has:

- A relevant aviation document (e.g. pilot licence PPL, CPL, ATPL, Aircraft Maintenance Engineer Licence AMEL, or air traffic controller licence).
- Completed safety or accident investigation training in aviation.
- Experience in the application of human factors within the aviation system.