

# Position Description

## Coordinator, Aviation Safety 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 Coordinator role plays a critical role in supporting the Advice, Triage and Planning team as well as the wider Aviation Safety oversight group to deliver its diverse range of functions with precision, agility, and impact. With a strong focus on digital enablement and continuous improvement, planning and support this role ensures that operational processes are not only efficient but also future-ready. By leveraging modern tools, data insights, and collaborative technologies, the Coordinator supports the team in working smarter, enhancing transparency, and embedding a culture of support, innovation and adaptability.

## Key Dimensions

<b>Group:</b>	Aviation Safety Oversight	
<b>Team:</b>	Coordination and Support	
<b>Reports to:</b>	Team Leader, Coordination and Support	
<b>Location:</b>	Asteron Centre, Wellington	
<b>Salary Band:</b>	Band 13	
<b>Financial:</b>	Nil	Delegation Level = Tier 5
<b>People:</b>	Direct Reports = Nil	Delegation Level = Tier 5
<b>Key Relationships:</b>	Internal: • Aviation Safety Oversight teams	External: • Aviation Participants
<b>Essential requirement/s:</b>		

## 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

- Documentation and information management to support the process of issuing, renewal, and amendment of aviation documents and delegations.
- Supporting consistent record keeping throughout the Aviation Safety Oversight group.
- Supporting quality and peer review processes.
- Acting as a first point of contact with participants, including answering phone calls from participants, and further liaison, when required.
- Exercises delegated powers and functions legitimately.
- Identify and act on opportunities to improve the effectiveness of administrative systems, tools, processes etc that support the work of the unit, and put these suggestions forward as appropriate
- Embrace diversity and support an inclusive and respectful workplace where everyone is valued for their unique contribution.
- Maintain up-to-date and accurate Authority records, relevant to assigned tasks.
- involved in planning aviation safety oversight group schedule.
- Engagement with industry (enquiries, application updates ETC).
- Complete quality checks throughout the application process.
- Assist with training and induction of staff members as required.
- Work on tasks and projects with other groups/units across the Authority, as directed by the Team Leader,
- Understand and apply obligations regarding privacy and personal information.
- Provide support functions to the team as required under the direction of the Team Leader.



## Competencies

### **Get Smart – Knowledge & Context: Level 1 ■■■**

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 an administrative or support-based role in a large organisation (e.g. government department or service-oriented organisation).
- Well-developed interpersonal skills, including the ability to communicate effectively, both verbally and in writing, with a wide range of internal and external stakeholders in a confident and positive customer focused manner.
- Influencing skills with an ability to build relationships across organisational boundaries and within the industry.
- Advanced level of computer and keyboard skills with proficiency in using the Microsoft Office suite (Outlook, Word, Excel, OneNote and PowerPoint).
- Excellent organisational, problem solving and time management skills. Ability to plan and coordinate projects effectively, ensuring timely execution.
- High attention to detail, responsible, highly motivated, and able to work with minimal supervision.
- Proactive and uses initiative.
- Flexibility and resilience to handle change and re-prioritise work if necessary, to meet deadlines, and to remain calm and objective under pressure.
- Ability to handle confidential and sensitive information with discretion and integrity.

