

# Position Description

## Coordinator, Regulatory 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 Strategy, Policy and International Engagement team leads the provision of end-to-end safety and security regulatory direction and clarity from identifying emerging trends and risks, developing appropriate strategic, rule, and policy setting responses, through to determining priorities, and translating system regulatory responses into practical regulatory and operational practice and policy.

The Coordinator, Regulatory Policy in the Rules, Exemptions and Guidance team provides administrative and coordination support across the Strategy, Policy and International Engagement team. This includes providing coordination and planning support for project work such as rules and regulatory policy development.

## Key Dimensions

<b>Group:</b>	System Strategy and Policy	
<b>Team:</b>	Strategy, Policy and International Engagement	
<b>Reports to:</b>	Team Leader, Rules, Exemptions and Guidance	
<b>Location:</b>	Wellington	
<b>Salary Band:</b>	13	
<b>Financial:</b>	Nil	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 across CAA</li> <li>Coordinator, Regulatory Policy in the Regulatory Policy and International Engagement team</li> </ul>	External: <ul style="list-style-type: none"> <li>Ministry of Transport</li> <li>Aviation participants</li> </ul>
<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 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 day-to-day functioning of the Strategy, Policy and International Engagement team including organising meetings and taking minutes, researching and collating information, generating team documentation, travel coordination and drafting routine correspondence and assisting the team with CAA's business systems.
- Provide support to the Exemptions Specialist with the coordination of exemption requests.
- Maintain team Infohub folders and assist unit members with document management processes and development of site.
- Maintain and update team procedures, including forms and supporting documents.
- Provide planning and coordination support for projects including regulatory policy and rules development.
- Coordinate responses needed from the Strategy, Policy and International Engagement team on Ministerial, Select Committee and Parliamentary questions.
- Build strong relationships with the team, and stakeholders across CAA, to ensure work is fit for purpose and meets customer requirements.
- Assist in training new employees on current systems and processes, ensuring they have all equipment needed to do their job.
- Assist with the development of reporting as required.
- Identify and act on opportunities to improve the effectiveness of administrative systems, tools, processes etc. that support the work of the team, and put these suggestions forward as appropriate.
- Engage with sensitive and/or confidential issues with discretion, tact and good judgement.

## The Authority's Smart Competencies

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

*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 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 Authority Values.*



## Skills and Experience

- Proven experience in a busy administrative role with accountability for a wide variety of complex administrative tasks.
- Demonstrated customer-centric operating style, with an ability to effectively communicate with a wide range of stakeholders in a confident, customer-focused manner.
- Demonstrated ability to build and maintain effective relationships.
- Sound judgement and confidence to question and challenge when appropriate.
- Possess a strong work ethic/ delivery focus, sets high standards including accuracy and attention to detail.
- Well-developed planning and organising skills, including the ability to prioritise tasks effectively and work under pressure.
- Well-developed written and verbal communication skills.
- High level of proficiency in Microsoft Office Suite. Visio and Project would be an advantage.
- An understanding of policy and government processes would be an advantage, but is not necessary

