

Position Description

Coordinator, Resolutions

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 Resolutions team is responsible for managing the timely receipt, triage, coordination, and advice pertaining to CAA complaints, ministerial and statutory requests, Official Information Act and Privacy Act requests, and review of Directors decisions. They support the legal team with responses to TAIC and Coronial enquiries and Ombudsmen and Privacy Commissioner complaints.

The Coordinator, Resolutions is responsible for providing administrative and coordination support to the team, and for those outside of the team providing input, responses and other support into resolutions.

Key Dimensions

Group:	Assurance and Governance	
Team:	Resolutions	
Reports to:	Manager, Resolutions	
Location:	National Office, Wellington	
Salary Band:	13	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Operational Delegations:	Obtain and hold competence to undertake delegated functions or powers and exercise them correctly and responsibly as outlined within the 'Instrument of Delegation' document.	
Key Relationships:	Internal: - Assurance and Governance team - Legal team - Wider CAA Stakeholders	External: Nil
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

- Support the day-to-day functioning of the Resolutions team including organising meetings and taking minutes, researching and collating information, generating team documentation, drafting routine correspondence and assisting the team with CAA's business systems.
- Act as the first point of contact, and provide triaging support, for all incoming requests.
- Ensure requests and complaints are appropriately logged, tagged and assigned.
- Monitor lifespan of work requests, provide reporting as required, and escalation if timeframes are unable to be met.
- Ensure consistent record keeping throughout the function and ensure required documentation is uploaded to the appropriate system.
- Support the legal team with coordination of activities needed to respond to findings, recommendations and notifications from the Transport Accident Investigation Commission, coroner and Ombudsmen and Privacy Commissioner complaints.
- 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.
- Undertake routine analysis and 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.

Core 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

- Experience in an administrative or support-based role ideally with some experience of dealing with complaints and/or high-volume requests.
- Ability to work under pressure and in an environment with fast turnaround times and high-volume.
- High level of proficiency in Microsoft Office Suite. SharePoint, Visio and Project would be an advantage.
- Ability to plan, prioritise and organise work effectively and efficiently to deliver required results.
- Demonstrated customer-centric operating style, with an ability to effectively communicate with a wide range of stakeholders in a confident, customer-focused manner.
- Knowledge and understanding of the Privacy Act 2020 and the Official Information Act 1982 would be an advantage.
- Qualification in business administration, secretarial, records management or relevant work experience is an advantage.

