

Position Description

Coordinator, Workplace Support

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, Workplace Support helps enable the Workplace Development and Support team to deliver their objectives by providing high quality, effective and efficient delivery of administrative and coordination support.

Key Dimensions

Group:	Corporate Services	
Team:	Workplace	
Reports to:	Manager Workplace Development and Support	
Location:	National Office, Wellington, Auckland, Christchurch, Dunedin, Queenstown	
Salary Band:	Band 12	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> Workplace Support Team Finance Team CAA employees requiring support 	External: <ul style="list-style-type: none"> Members of the public Service Providers
Essential requirement/s:	<ul style="list-style-type: none"> Nil 	

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

- Process and distribute incoming/outgoing daily mail and correspondence.
- Register payments for Finance.
- Process incoming/outgoing couriers and provide track and trace service for employees as required.



- Provide accurate and effective support to the procurement and maintenance of stationery, café supplies, mail, couriers and all other consumables.
- Maintenance of the kitchens, coffee machines, utility room stock levels.
- Order Authority corporate apparel as required.
- Provide administrative support as required.
- Process domestic and international travel bookings in accordance with the Authority travel policy.
- Arrange authorised travel, forex, insurance and visa requirements, accommodation and rental car bookings on behalf of all Authority staff and contractors as required.
- Process airline lounge membership in accordance with the Authority Travel policy.
- Coordinate public meeting room bookings as required.
- Set up meeting rooms with all catering and equipment requested.
- Clean up and reset all meetings rooms ensuring they are ready for use at all times.
- Facilitate and process, in order of priority and timeliness facilities service requests.
- Maintain a current contact register of Facility Contractors.
- Issue security cards and photo identification and assign access rights to staff as directed.
- Provide professional and courteous reception services and administrative support for all customers.
- Respond to all incoming telephone calls promptly and provide messaging services as required.
- Visitor Management - receive and attend to external clients and members of the public, answer enquiries and/or inform appropriate staff member of their presence.
- Maintain the reception area for welcoming first impressions.
- Receive, update and/or redirect change of address correspondence.
- Train any relieving staff to cover absences where required.
- Deliver services and/or advice in a consistently competent, professional and timely manner.
- Actively support their Team Leader other team members to ensure team and group objectives and obligations are met.
- Actively communicate information to other unit/groups as appropriate to support their effectiveness.

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 • 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,	<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



using both successes and failures as learning fodder	
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

- Well-developed interpersonal skills, the ability to effectively communicate (both oral and written) with a wide range of internal and external customers in a confident and positive customer-oriented manner.
- Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work.
- Familiarity with support service administration processes and experience in facilities management.
- Previous experience in arranging domestic and international travel.
- Extensive experience in support services in a large organisation and/or previous experience in a corporate reception and/or administration role.
- Decision making skills, sound judgement and integrity.
- Quality and systems orientated.
- Good networking skills with the ability to build relationships across organisational boundaries and within the industry and especially within the team.
- The ability to build professional and technical credibility – both within the organisation and the industry.
- Core Microsoft Suite and email skills to at least an intermediate level of document preparation and data entry.

