

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 supports the Workplace Development and Support team to deliver their objective of enabling our people across all workplace locations, including airports and mobile workplaces (Fleet). They provide high quality, effective and efficient coordination of day -to-day operations such as ID cards, front of house, mail services, maintenance and all aspects of travel in support of our kaimahi.

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• Local Operational teams	External: <ul style="list-style-type: none">• Members of the public• Service Providers
Essential requirement/s:	<ul style="list-style-type: none">• Driver Licence (for fleet support)• Airport Identification Card (predominately for airport-based roles)	

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, couriers and correspondence, providing track and trace service for employees as required
- Check and code incoming invoices and process for payment with Finance.
- Provide accurate and effective support to the procurement and maintenance of all stationery, café supplies, mail, couriers and all other operational consumables, including:
 - Maintenance of the kitchens, coffee machines, utility room stock levels.
 - Provision of HBS consumables for smooth running of screening operations at Airport locations.
- Order and coordinate provision of corporate apparel and uniform as required.
- Provide administrative support across fleet (mobile workplaces) and Workplace as a whole.
- Process and arrange authorised domestic and international travel bookings, including accommodation and rental cars in accordance with the travel policy and on behalf of all CAA staff and contractors as required, includes advice and guidance on insurance and visa requirements. Process approved airline lounge membership in accordance with the Travel policy.
- Coordinate public meeting room bookings as required, including assisting with
 - Meeting rooms set up, catering and equipment requested.
 - Clean up and reset all meetings rooms ensuring they are always ready for use.
- Facilitate and process, in order of priority and timeliness facilities service requests, and maintain a current contact register of approved Contractors, undertake regular workplace checks to enable a proactive approach to maintenance.
- Assist with processing of and issuing of security access cards and photo identification cards, which may include AoG ID and AIC cards, undertaking regular audits to ensure we meet obligations.
- Provide professional and courteous reception/front desk services, maintain the reception area for welcoming first impressions for all customers, participants, external clients and members of the public, process visitors in accordance with visitor policy and in line with PSR obligations. Respond to all incoming telephone calls promptly and provide messaging services as required.
- Receive, update and/or redirect change of address correspondence from participants.
- Train any relieving staff to cover absences where required.
- Deliver services and/or advice in a consistently competent, professional and timely manner.
- Actively support 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

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

- 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.